ProScript User Guide

Discharge Medicines Review Service (DMR)

Version	1.0.0
Release Date	01/06/2012
Author	Rx Systems

Table of Contents

Introduction **3**
DMR Main Screen **4**
Adding a Patient to the DMR Service **6**
Consent & Eligibility Tab 7
Gaining Consent 9
Booking an Appointment 9
Saving Progress 10
Part One Service **11**
Eligibility Criteria 11
Medication Discrepancies Present 12
No Medication Discrepancies 16
Part Two Service **17**
Medication Discrepancies Identified in Part One 17
No Medication Discrepancies Identified In Part One 23
Amending a Completed Part Two Review **24**
Non-Attendance and Withdrawing Consent **26**
Claimable DMRs **27**
DMR Report **28**
Reprint DMR Summary Forms **30**
Continuing Professional Development **31**

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Introduction

The Discharge Medicines Review (DMR) service was introduced in November 2011 as part of the changes to the Community Pharmacy Contractual Framework in Wales and builds on the existing Medicines Use Review (MUR) service. The DMR service aims to support patients recently discharged between care settings to ensure that changes to their medicines are conveyed accurately to prescribers in the community. This will minimise the risk of preventable medicine related problems and hospital re-admission rates and will aim to support patients in adhering to newly prescribed medicine.

The service involves two stages carried out by the patient's community pharmacist. Prior to delivering the DMR service, the community pharmacist must be MUR accredited and must have completed and signed the Discharge Medicines Review Self-Assessment.

In order for eligible patients to be enrolled into the service, a pharmacy must have a copy of a discharge advice note, such as a Discharge Advice Letter (DAL) and must satisfy any of the following criteria:

- Change of patient's medicine during admission;
- Patient is taking four or more medicines;
- Patient's medicines requires dispensing into a multi-compartment compliance device;
- Pharmacist has the professional opinion that the patient would significantly benefit from the service.

ProScript has been enhanced to include a DMR module to help support pharmacists in booking and recording these stages efficiently. Information recorded on the module is assembled and compiled onto the standardised DMR1, DMR2 and DMR Summary forms. Users will also be able to view the numbers of claimable DMR service interventions and have the ability to generate a DMR report. Users will also have the ability to reprint completed DMR Summary forms in a given time period.

In Part 1 of the service, community pharmacists will check that the medicines prescribed in one care setting (e.g. hospital) correlate with those prescribed by the General Practitioner (GP) once the patient returns home. The ProScript module will allow pharmacists to highlight any discrepancies and produce a notification to send to the GP.

In Part 2 of the service, the patient and pharmacist discuss the patient's use of their medicines. The ProScript module has been enhanced to allow pharmacists to document this discussion in a simple manner. If any discrepancies were identified in Part 1, this will provide an opportunity to allow the pharmacist to ensure these were resolved.

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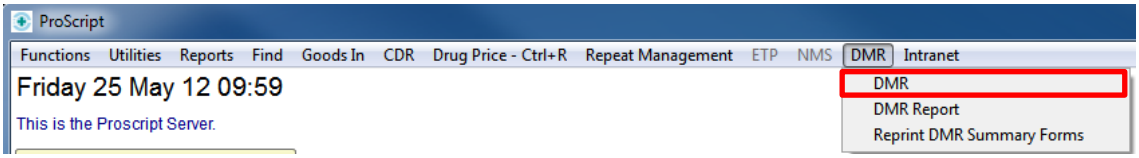
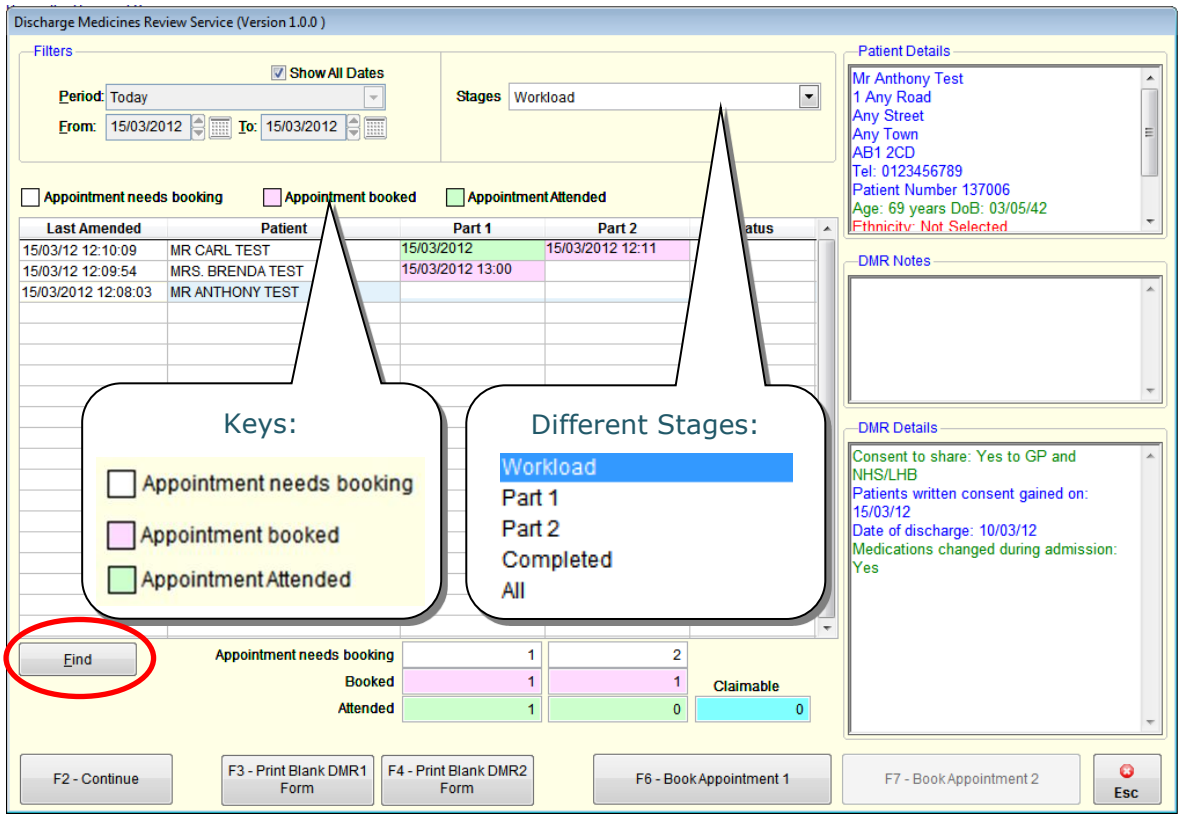
DMR Main Screen

The DMR module can be accessed from the main screen of ProScript via the menu bar as shown:


ProScript
Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet
Friday 25 May 12 09:59
This is the Proscript Server.
DMR
DMR Report
Reprint DMR Summary Forms

Selecting the DMR option displays the **Discharge Medicines Review Service** main screen.



1. When you access the **DMR Main Screen**, you will see today's workload by default.
2. Beneath the workload list, you will be able to see the numbers of appointments that need booking, booked appointments and numbers of those that have been attended. These are listed in two columns for Part 1 and Part 2.
3. When a stage has been completed, either the Part 1 or Part 2 records will be highlighted with the relevant appointment information.
4. You can filter the records by using the Date/Time and Stages filters located at the top of the **DMR Main Screen**.
5. The Patient Details, DMR Notes and DMR Details are displayed for the patient currently selected.

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6. The Claimable box lists the number of DMR consultations conducted that are eligible to be claimed for. This will be explained later in the manual.
7. You are able to search for patients using the Find button highlighted by the red circle.
8. Use **[F2 – Continue]** to continue with an existing service that has been initiated for a patient.
9. Use either **[F6 – Book Appointment 1]** or **[F7 – Book Appointment 2]** to access the appointment details calendar. You can re-arrange appointments that have already been booked using these options.
10. You can use **[F3 – Print Blank DMR1 Form]** and **[F4 – Print Blank DMR2 Form]** to print blanks forms prior to a consultation.

Tip: You are able to view all patients entered into the DMR service from the Stages filter, including those withdrawn from the service by selecting "All".

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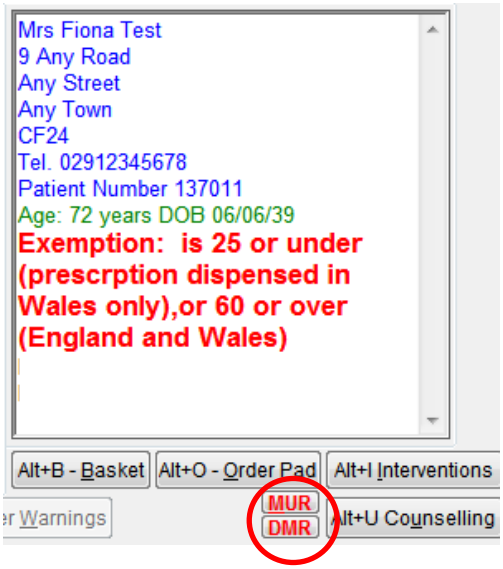
Adding a Patient to the DMR Service

You must be presented with a patient's most recent Discharge Advice Letter (DAL) or similar advice note before recruiting the patient to the service. This advice note relating to the patient's medicine can be either:

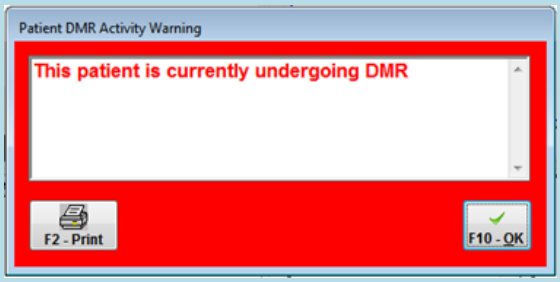
- Hospital prescriptions intended for dispensing in the community (WP10 HP forms);
- Medicines a patient is given at discharge;
- Patient reminder cards; or
- Take home prescription details.

To enrol a patient into the DMR service, you must access the relevant Patient Medication Record (PMR):



Click on the **DMR** button located in the lower right-hand side of the screen below the patient information pane.

Tip: If a patient is active at any stage of the DMR service, ProScript will alert you of this when you enter their PMR record:



The patient information pane will also be updated to show that the patient is "DMR Active."

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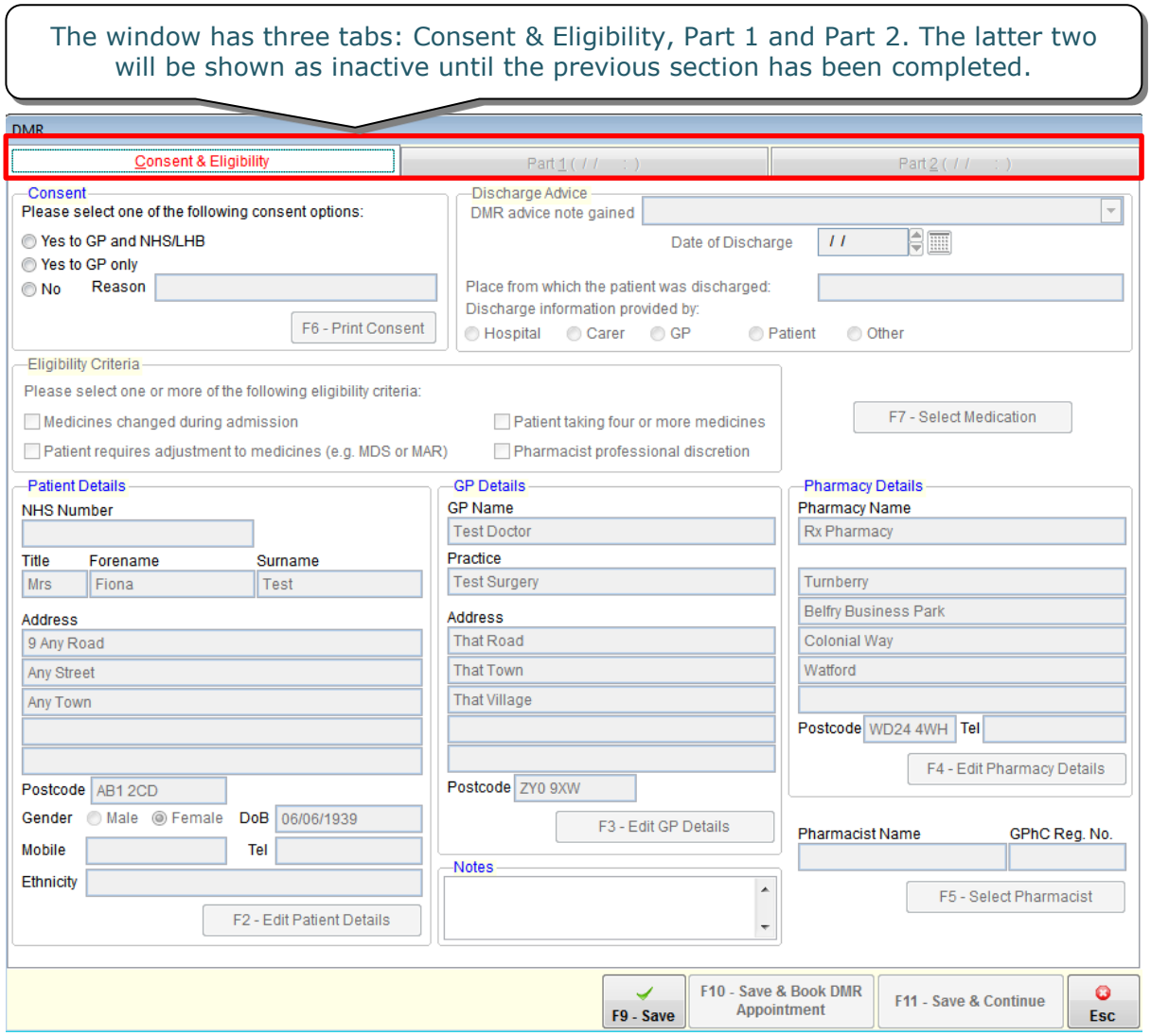
Consent & Eligibility Tab

You will be taken to the DMR window which displays the following screen:



When you are enrolling a patient to the DMR service, the **Consent & Eligibility** tab will be displayed first. This screen allows you to:

- Select a consent option. If the patient does not consent to share the information with the GP, you have an option to enter a reason.
- Print the patient consent form **[F6 – Print Consent]**, which will be pre-populated with the required information (see below).
- Select the appropriate discharge advice note presented to the pharmacy at the point the patient was discharged from the secondary care setting.
- Enter other discharge advice information, including date of discharge, where patient was discharged from, and by whom the information was provided.

Tip: The date of discharge must be within 4 weeks of the date you are entering the patient into the service. If the date is greater than 4 weeks, the system will warn you that you will be unable to continue.

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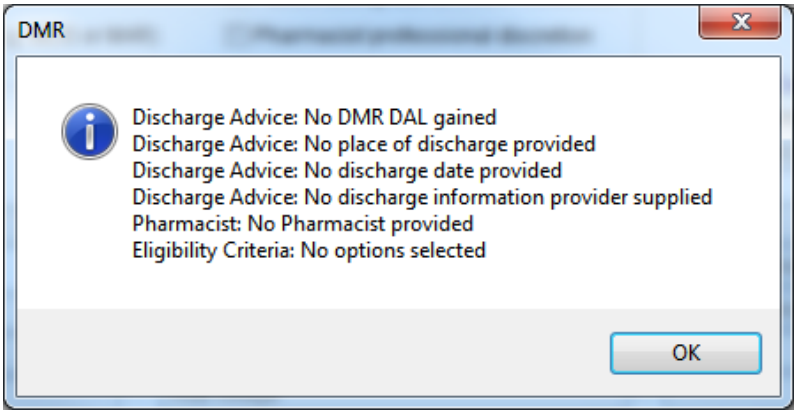
- Select one or more of the Eligibility Criteria. Based on the options selected, you will be taken to different screens. This will be explained later in the manual.
- View and amend the Patient, GP and Pharmacy Details. The information is pre-populated using previously stored demographics recorded in the PMR.
- Select the Pharmacist.
- Select the medication that the patient is currently taking.
- Enter Notes in the text box located below GP Details.

Entering all of this information is mandatory. If any information has not been entered and you attempt to progress further than this screen, the module will alert you to complete the required information:


DMR
Discharge Advice: No DMR DAL gained
Discharge Advice: No place of discharge provided
Discharge Advice: No discharge date provided
Discharge Advice: No discharge information provider supplied
Pharmacist: No Pharmacist provided
Eligibility Criteria: No options selected
OK

If you have not selected "Medicines changed during admission" under Eligibility Criteria, you will also need to select the medication the patient is currently taking using the **[F7 – Select Medication]** button.

Tip: If at any stage of the DMR service you wish to add notes, use the Notes box found in the Consent & Eligibility tab. This box remains active throughout the module.

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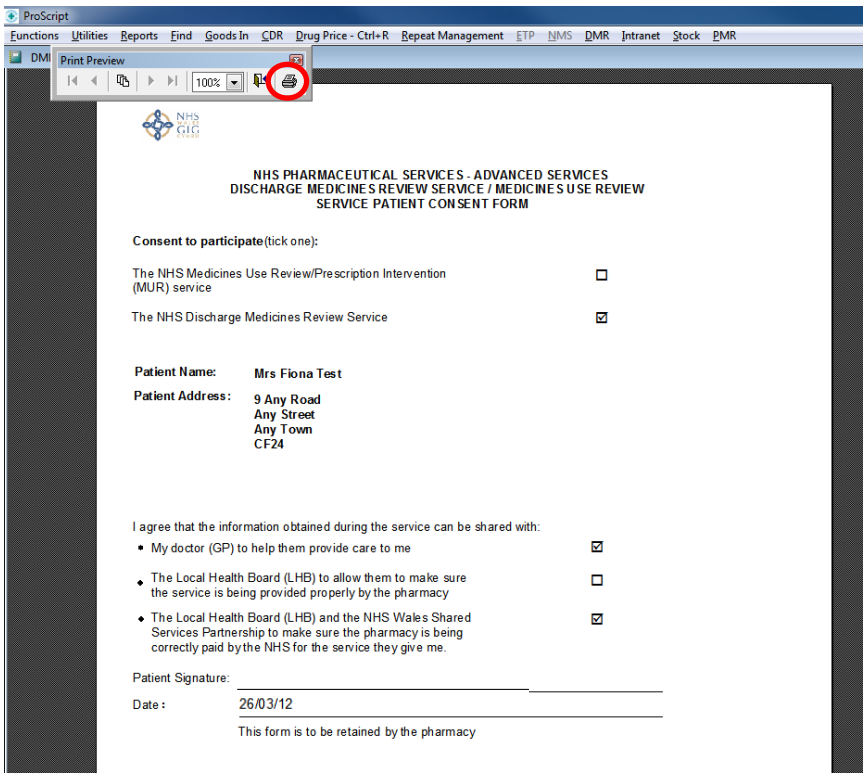
Gaining Consent

Written consent from the patient must be obtained before the DMR service is accessed. By signing the consent form, the patient agrees to share information with their GP, the NHS Wales Shared Services Partnership (NHS) and the Local Health Board (LHB). There are three options to choose from on the **Consent & Eligibility** tab:

1) Information is shared with the GP and NHS/LHB
2) Information is shared with the GP only
3) Patient declines service

If the patient only wishes to share this information with the GP, you are still able to carry out the DMR service. ProScript will remove any patient identifiable information from the DMR1, DMR2 and DMR Summary forms so that they are suitable to be submitted for claims.

Once you have chosen a consent option, select **[F6 – Print Consent]** to preview the form. Select the printer icon (highlighted in the red circle) to print the consent form pre-populated with the required information:


ProScript
Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet Stock PMR
Print Preview
100%
NHS PHARMACEUTICAL SERVICES - ADVANCED SERVICES
DISCHARGE MEDICINES REVIEW SERVICE / MEDICINES USE REVIEW
SERVICE PATIENT CONSENT FORM
Consent to participate (tick one):
The NHS Medicines Use Review/Prescription Intervention (MUR) service
The NHS Discharge Medicines Review Service
Patient Name: Mrs Fiona Test
Patient Address: 9 Any Road
Any Street
Any Town
CF24
I agree that the information obtained during the service can be shared with:
My doctor (GP) to help them provide care to me
The Local Health Board (LHB) to allow them to make sure the service is being provided properly by the pharmacy
The Local Health Board (LHB) and the NHS Wales Shared Services Partnership to make sure the pharmacy is being correctly paid by the NHS for the service they give me.
Patient Signature:
Date: 26/03/12
This form is to be retained by the pharmacy

Booking an Appointment

You can book an appointment from any of the following:

- The main **DMR window** using either **[F6 – Book Appointment 1]** or **[F7 – Book Appointment 2]**; or

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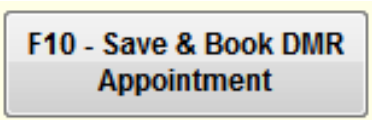
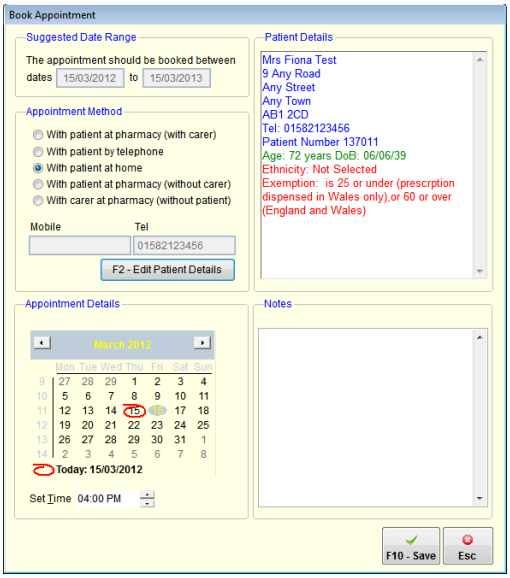
- The Consent & Eligibility tab for a specific patient using **[F10 – Save & Book DMR Appointment]**; or
- The Part 1 tab for a specific patient using **[F10 – Save & Book DMR Appointment]**.



Choosing any of these options will display the following screen:

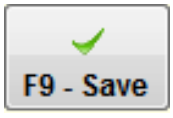


You will be able to book appointments for Part 1 and Part 2 of the service and select an appropriate Appointment Method. If you select an appointment method that involves telephoning the patient, you must ensure that this is recorded on the PMR using the **[F2 – Edit Patient Details]** button.

Use the Appointment Details calendar to choose a date and time for the appointment and select **[F10 – Save]**.

Saving Progress

Part way through the DMR service, you may wish to save your progress if for any reason you are unable to complete the consultation. You have the ability to:



[F9 – Save] which saves your progress and returns you to either the patient's PMR or to the **DMR Main Screen**.

[F11 – Save & Continue] which saves your progress and continues to the next stage of the DMR.

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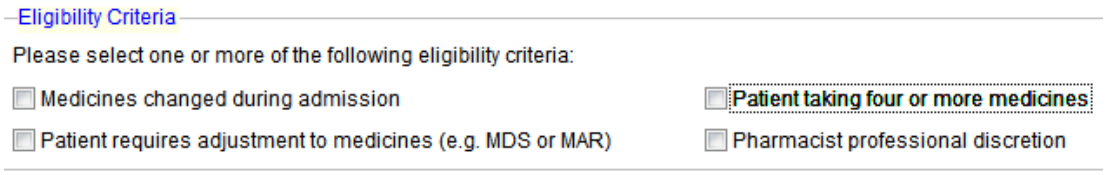
Part One Service

Eligibility Criteria

From the Consent & Eligibility tab, you have four eligibility criteria to choose from. You must select at least one of the options listed:


Eligibility Criteria
Please select one or more of the following eligibility criteria:
Medicines changed during admission
Patient taking four or more medicines
Patient requires adjustment to medicines (e.g. MDS or MAR)
Pharmacist professional discretion

Depending on the option selected, you will be taken to a different window.

- If "Medications changed during admission" is one of the options selected, you will activate the Part 1 tab in the **DMR Main Screen**.
- If you select any combination "Patient taking four or more medicines", "Patient requires adjustment to medicines (e.g. MDS or MAR)", or "Pharmacist professional discretion", you will activate the Part 2 tab only.

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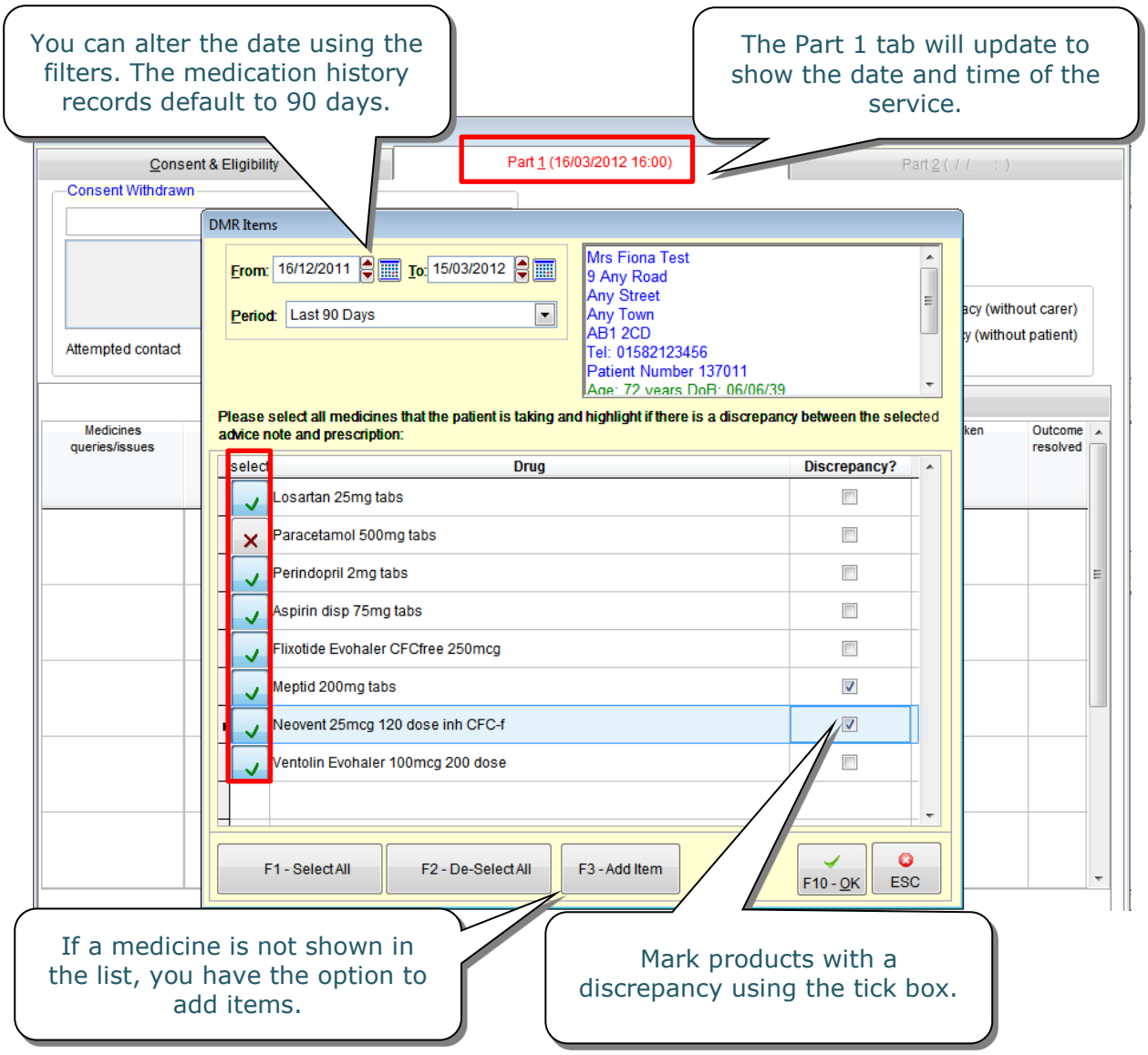
Medication Discrepancies Present

If you select "Medicines changed during admission" and attempt to progress to the next stage, you will be taken to the Part 1 tab. The **DMR Items** window will be displayed.


You can alter the date using the filters. The medication history records default to 90 days.
The Part 1 tab will update to show the date and time of the service.
Consent & Eligibility
Part 1 (16/03/2012 16:00)
Part 2 (/ / :)
Consent Withdrawn
Attempted contact
DMR Items
From: 16/12/2011
To: 15/03/2012
Period: Last 90 Days
Mrs Fiona Test
9 Any Road
Any Street
Any Town
AB1 2CD
Tel: 01582123456
Patient Number 137011
Age: 72 years DoB: 06/06/39
Please select all medicines that the patient is taking and highlight if there is a discrepancy between the selected advice note and prescription:
Medicines queries/issues
Outcome resolved
Drug
Discrepancy?
Losartan 25mg tabs
Paracetamol 500mg tabs
Perindopril 2mg tabs
Aspirin disp 75mg tabs
Flixotide Evohaler CFCfree 250mcg
Meptid 200mg tabs
Neovent 25mcg 120 dose inh CFC-f
Ventolin Evohaler 100mcg 200 dose
F1 - Select All
F2 - De-Select All
F3 - Add Item
F10 - OK
ESC
If a medicine is not shown in the list, you have the option to add items.
Mark products with a discrepancy using the tick box.

In this window, you can select or de-select the medicines that the patient is currently taking. All items are initially de-selected (displayed with a red cross).

Note: if a medication has been stopped in the secondary care setting, select it in this list and mark it as having a discrepancy. You will be able to define this discrepancy as "Discontinued in the community after discharge" in the next window.

Tip: Alternatively, you can access this window using **[F7 – Select Medication]** found on the Consent & Eligibility tab or from the Part 1 tab.

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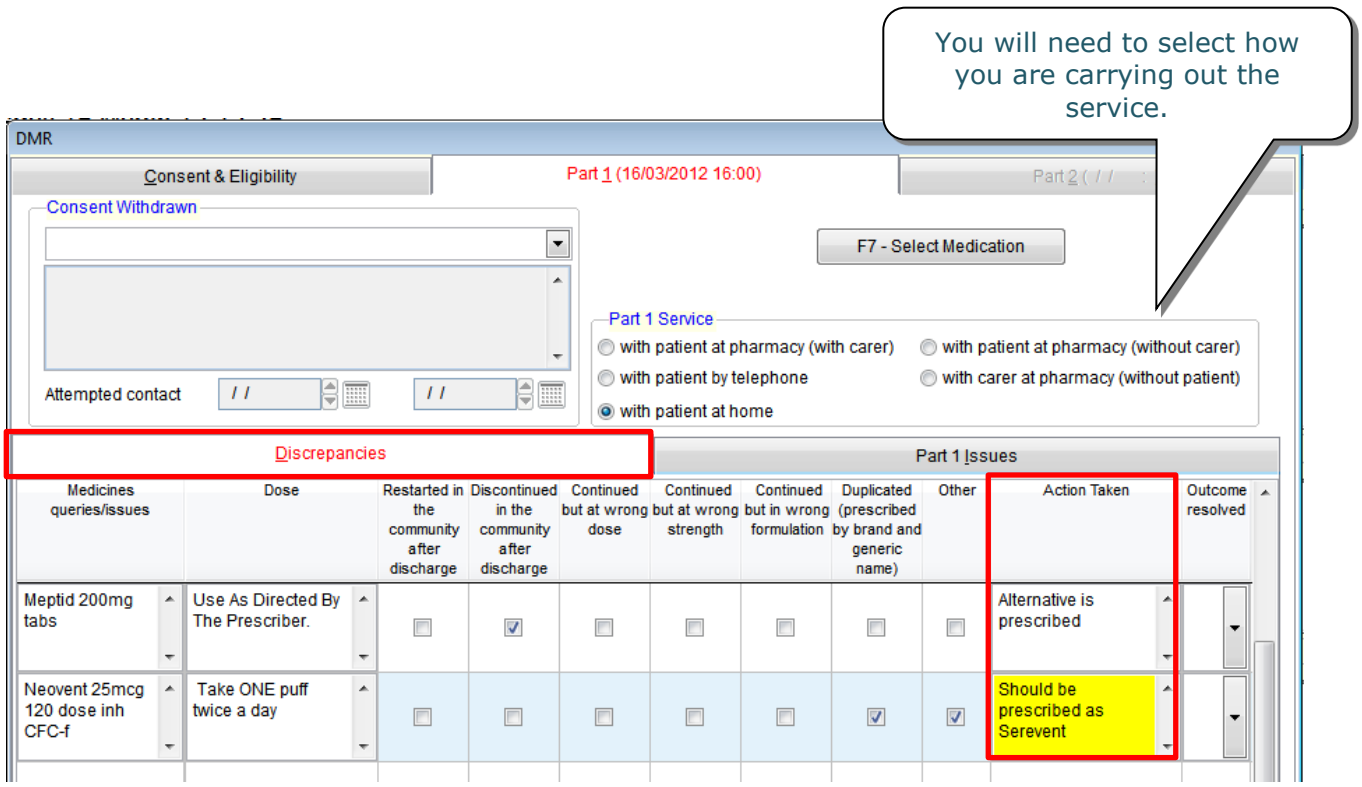
Once you have selected the medication and pressed **[F10 – OK]** you will be shown the **Discrepancies** tab under the **Part 1** service. The medicines that you previously marked as having a discrepancy will be displayed in this list.

Tip: If you forget to tick the discrepancy box against a product in the DMR Items window, you can return to this window by selecting **[F7 – Select Medication]** from the Part 1 tab.


You will need to select how you are carrying out the service.
DMR
Consent & Eligibility
Part 1 (16/03/2012 16:00)
Part 2 (/ /)
Consent Withdrawn
F7 - Select Medication
Part 1 Service
with patient at pharmacy (with carer)
with patient at pharmacy (without carer)
with patient by telephone
with carer at pharmacy (without patient)
with patient at home
Attempted contact
Discrepancies
Part 1 Issues
Medicines queries/issues
Dose
Restarted in the community after discharge
Discontinued in the community after discharge
Continued but at wrong dose
Continued but at wrong strength
Continued but in wrong formulation
Duplicated (prescribed by brand and generic name)
Other
Action Taken
Outcome resolved
Meptid 200mg tabs
Use As Directed By The Prescriber.
Alternative is prescribed
Neovent 25mcg 120 dose inh CFC-f
Take ONE puff twice a day
Should be prescribed as Serevent

Select from the relevant discrepancy reasons listed and document the action you will be taking. The Outcome Resolved column will remain inactive until Part 2 of the service.

Tip: The medicines that were previously selected and were not marked as having a discrepancy will be hidden from this list. They will be shown later in the Part 2 tab.

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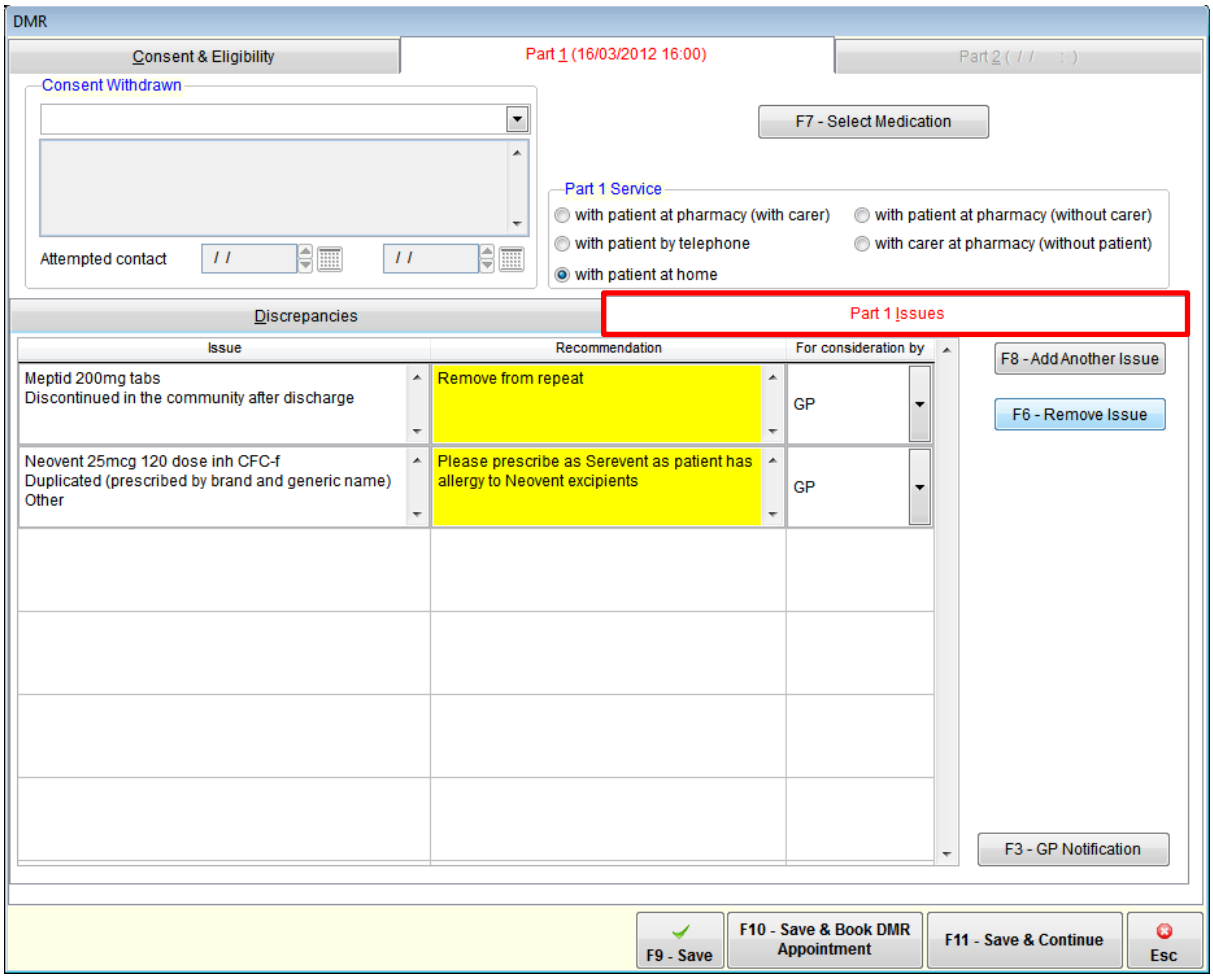
Once you have completed the **Discrepancies** tab, you must select the **Part 1 Issues** tab and complete the recommendations and who they are to be considered by.



You can add or remove any other issues using **[F8 – Add Another Issue]** or **[F6 – Remove Issue]**.

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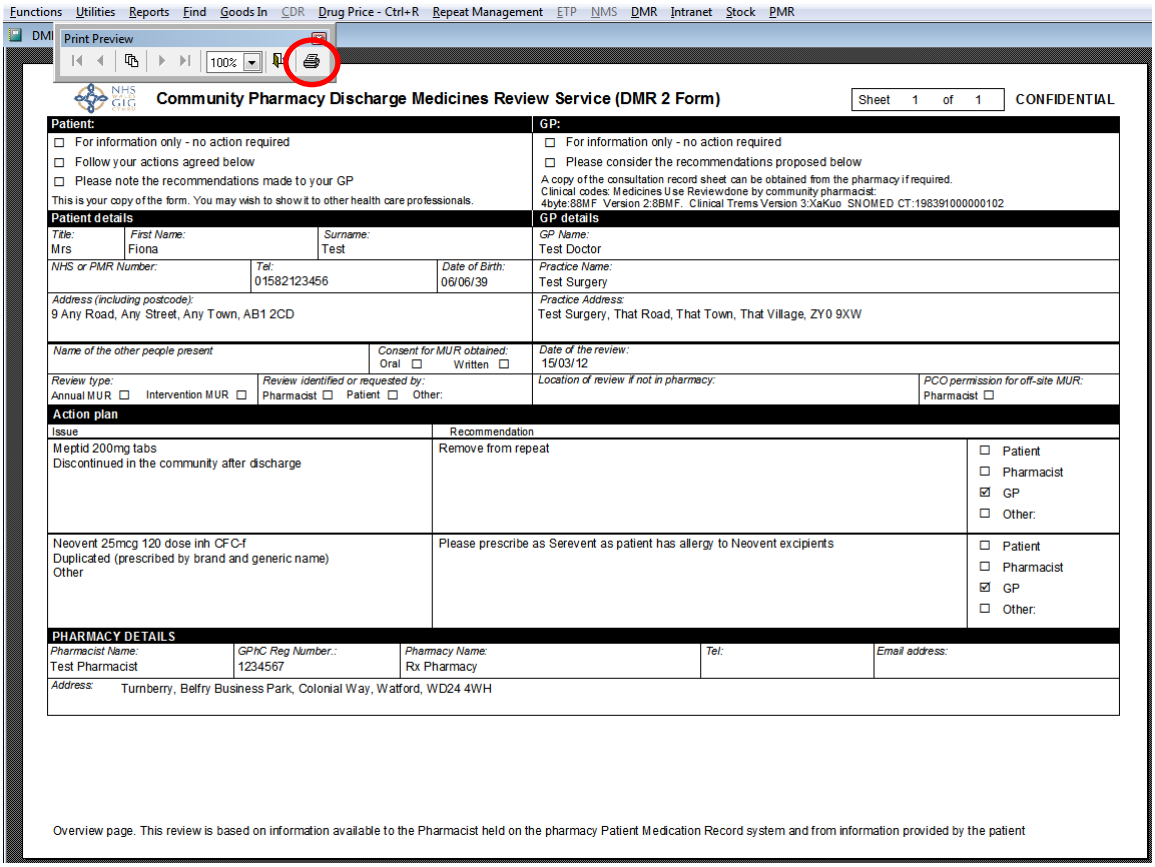
When you wish to progress to the next screen, you will receive an alert to print a GP notification form to inform them of any discrepancies.

Alternatively, you could select **[F3 – GP Notification]** to preview and print this form. Select the printer icon (highlighted by the red circle) when you are ready to print the form.


Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet Stock PMR
Print Preview
100%
Community Pharmacy Discharge Medicines Review Service (DMR 2 Form)
Sheet 1 of 1
CONFIDENTIAL
Patient:
For information only - no action required
Follow your actions agreed below
Please note the recommendations made to your GP
This is your copy of the form. You may wish to show it to other health care professionals.
GP:
For information only - no action required
Please consider the recommendations proposed below
A copy of the consultation record sheet can be obtained from the pharmacy if required.
Clinical codes: Medicines Use Reviewdone by community pharmacist:
4byte:88MF Version 2:8BMF. Clinical Trems Version 3:XaKuo SNOMED CT:198391000000102
Patient details
Title: Mrs
First Name: Fiona
Surname: Test
NHS or PMR Number:
Tel: 01582123456
Date of Birth: 06/06/39
Address (including postcode): 9 Any Road, Any Street, Any Town, AB1 2CD
GP details
GP Name: Test Doctor
Practice Name: Test Surgery
Practice Address: Test Surgery, That Road, That Town, That Village, ZY0 9XW
Name of the other people present
Consent for MUR obtained: Oral Written
Date of the review: 15/03/12
Review type: Annual MUR Intervention MUR
Review identified or requested by: Pharmacist Patient Other:
Location of review if not in pharmacy:
PCO permission for off-site MUR: Pharmacist
Action plan
Issue
Recommendation
Meptid 200mg tabs
Discontinued in the community after discharge
Remove from repeat
Patient
Pharmacist
GP
Other:
Neovent 25mcg 120 dose inh CFC-f
Duplicated (prescribed by brand and generic name)
Other
Please prescribe as Serevent as patient has allergy to Neovent excipients
Patient
Pharmacist
GP
Other:
PHARMACY DETAILS
Pharmacist Name: Test Pharmacist
GPhC Reg Number.: 1234567
Pharmacy Name: Rx Pharmacy
Tel:
Email address:
Address: Turnberry, Belfry Business Park, Colonial Way, Watford, WD24 4WH
Overview page. This review is based on information available to the Pharmacist held on the pharmacy Patient Medication Record system and from information provided by the patient

Tip: The GP notification form is a summarised version of the DMR2 form, detailing an action plan and recommendations that you have entered in the Part 1 tab.

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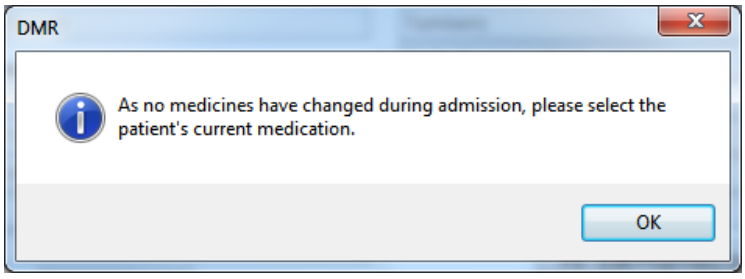
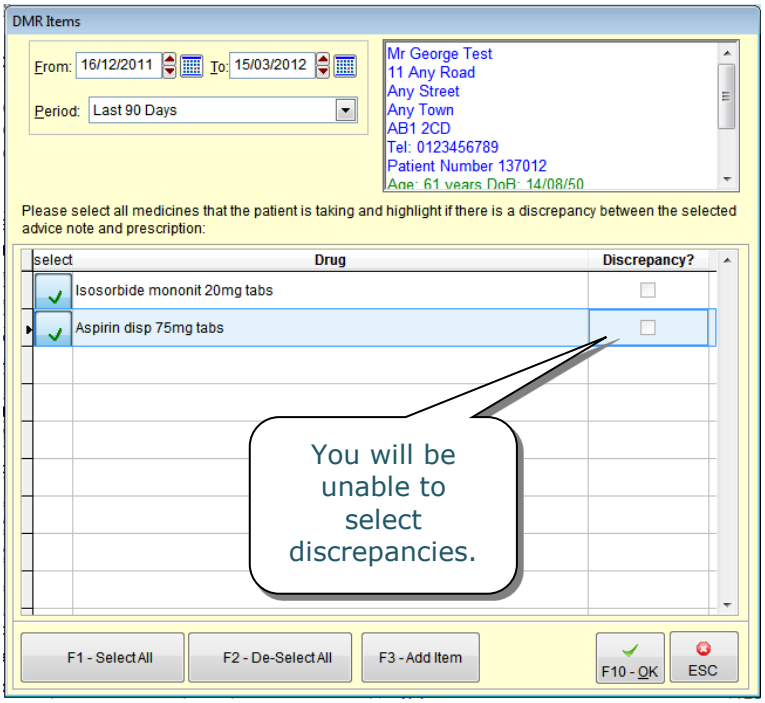
No Medication Discrepancies

If there are no discrepancies between the advice note and the prescription but the patient is still eligible for a DMR, you will be shown the following alert on the Consent & Eligibility tab if you have not selected any medications and attempt to progress further in the module:



You will need to select **[F7 – Select Medication]** where you will be taken to the **DMR Items** window. Select the medicines taken by the patient. As the "Medicines changed during admission" was not selected in the Consent & Eligibility tab, you will be unable to mark any as having discrepancies using the tick box.



You can add any items not shown on this list using **[F3 – Add Item]**. Once you have chosen all the medicines that the patient is currently taking, select **[F10 - OK]**.

Note: By selecting **[F10 - OK]** you are acknowledging that you have completed Part 1 of the service. This tab will be marked as inactive as no discrepancies were highlighted in the Consent & Eligibility tab and you will not be able to access this once you have saved your progress. If you were to continue your progress in the module, you will be taken to the **Part 2** service.

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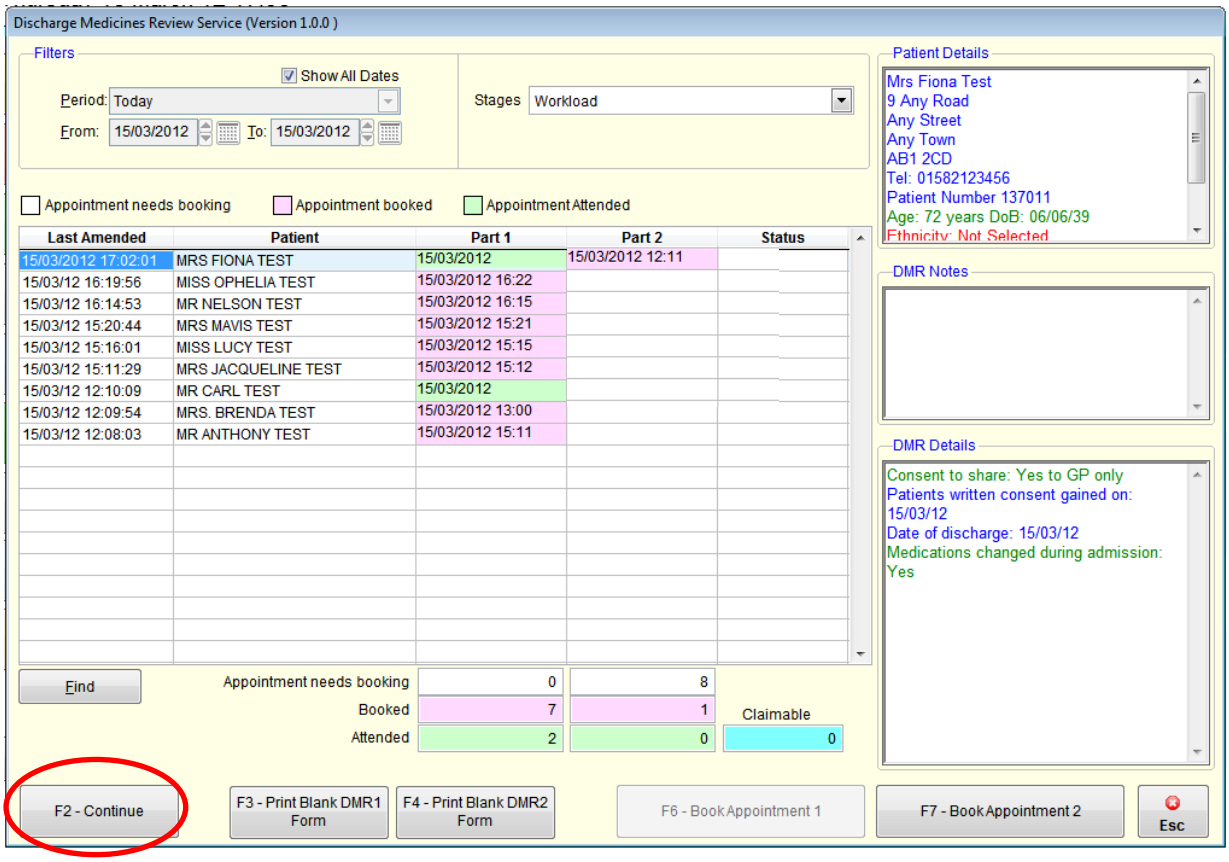
Part Two Service

Medication Discrepancies Identified in Part One

To carry out Part 2 of the service, first access the **DMR Main Screen**. Highlight the relevant patient, and select **[F2 – Continue]**.


Discharge Medicines Review Service (Version 1.0.0)
Filters
Show All Dates
Period: Today
From: 15/03/2012
To: 15/03/2012
Stages Workload
Appointment needs booking
Appointment booked
Appointment Attended
Last Amended | Patient | Part 1 | Part 2 | Status
15/03/2012 17:02:01 | MRS FIONA TEST | 15/03/2012 | 15/03/2012 12:11
15/03/12 16:19:56 | MISS OPHELIA TEST | 15/03/2012 16:22
15/03/12 16:14:53 | MR NELSON TEST | 15/03/2012 16:15
15/03/12 15:20:44 | MRS MAVIS TEST | 15/03/2012 15:21
15/03/12 15:16:01 | MISS LUCY TEST | 15/03/2012 15:15
15/03/12 15:11:29 | MRS JACQUELINE TEST | 15/03/2012 15:12
15/03/12 12:10:09 | MR CARL TEST | 15/03/2012
15/03/12 12:09:54 | MRS. BRENDA TEST | 15/03/2012 13:00
15/03/12 12:08:03 | MR ANTHONY TEST | 15/03/2012 15:11
Find
Appointment needs booking 0 8
Booked 7 1
Attended 2 0
Claimable 0
Patient Details
Mrs Fiona Test
9 Any Road
Any Street
Any Town
AB1 2CD
Tel: 01582123456
Patient Number 137011
Age: 72 years DoB: 06/06/39
Ethnicity: Not Selected
DMR Notes
DMR Details
Consent to share: Yes to GP only
Patients written consent gained on: 15/03/12
Date of discharge: 15/03/12
Medications changed during admission: Yes
F2 - Continue
F3 - Print Blank DMR1 Form
F4 - Print Blank DMR2 Form
F6 - Book Appointment 1
F7 - Book Appointment 2
Esc

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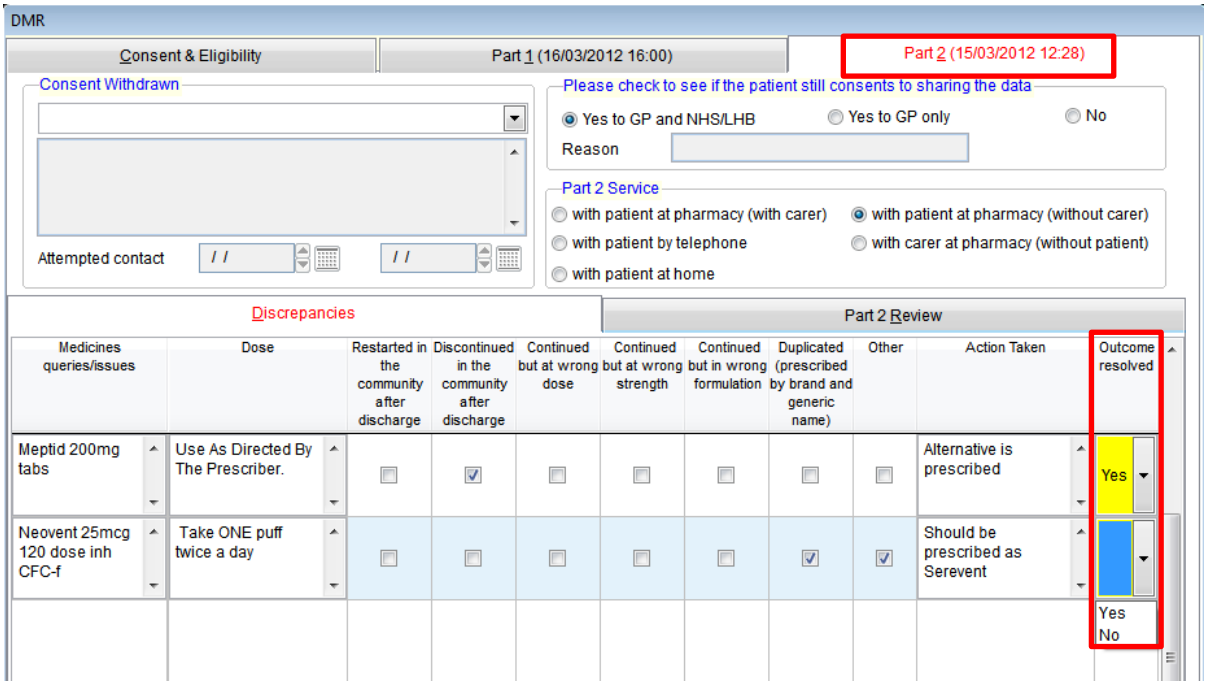
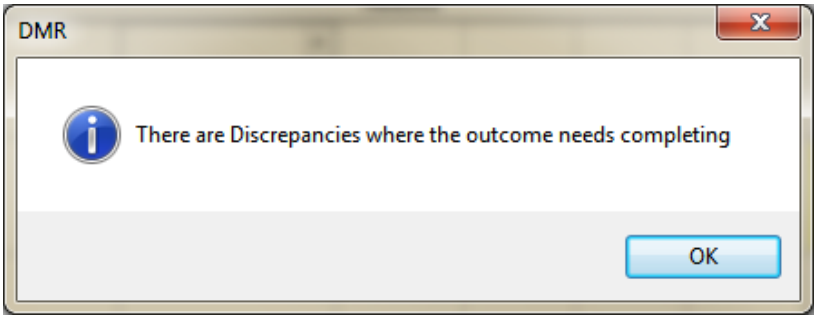
You will be taken to the **Part 2** tab on the **DMR** window. As you initially selected "Medicines changed during admission," you will be taken to the **Discrepancies** tab where you can select whether or not the issue was resolved:



You must choose whether the outcome has been resolved or you will be alerted to the following:



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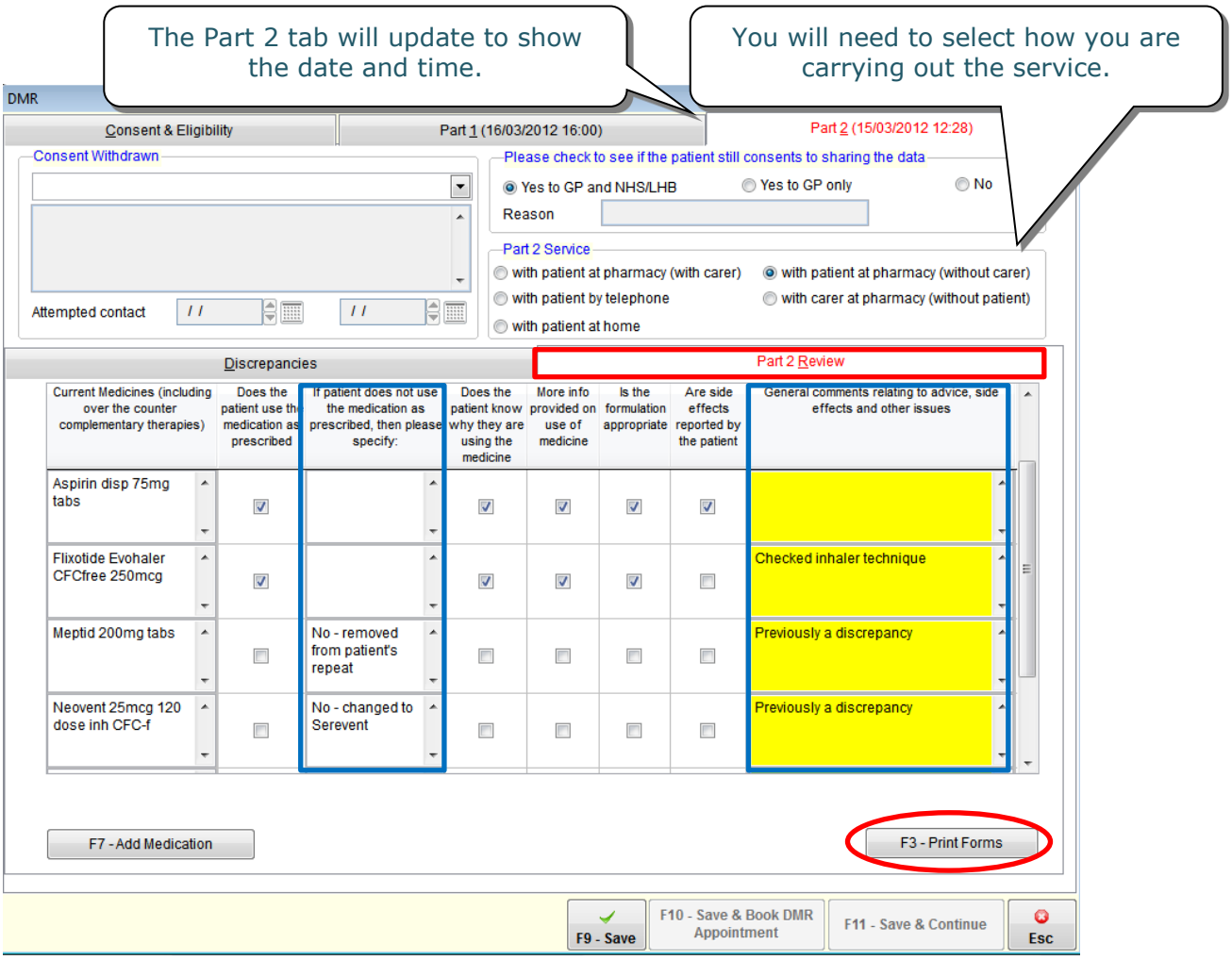
Click on the **Part 2 Review** tab to access the full list of medicines taken by the patient and complete the form regarding their use:


The Part 2 tab will update to show the date and time.
You will need to select how you are carrying out the service.
DMR
Consent & Eligibility
Part 1 (16/03/2012 16:00)
Part 2 (15/03/2012 12:28)
Consent Withdrawn
Please check to see if the patient still consents to sharing the data
Yes to GP and NHS/LHB
Yes to GP only
No
Reason
Part 2 Service
with patient at pharmacy (with carer)
with patient at pharmacy (without carer)
with patient by telephone
with carer at pharmacy (without patient)
with patient at home
Attempted contact
Discrepancies
Part 2 Review
Current Medicines (including over the counter complementary therapies)
Does the patient use the medication as prescribed
If patient does not use the medication as prescribed, then please specify:
Does the patient know why they are using the medicine
More info provided on use of medicine
Is the formulation appropriate
Are side effects reported by the patient
General comments relating to advice, side effects and other issues
Aspirin disp 75mg tabs
Flixotide Evohaler CFCfree 250mcg
Checked inhaler technique
Meptid 200mg tabs
No - removed from patient's repeat
Previously a discrepancy
Neovent 25mcg 120 dose inh CFC-f
No - changed to Serevent
Previously a discrepancy
F7 - Add Medication
F3 - Print Forms
F9 - Save
F10 - Save & Book DMR Appointment
F11 - Save & Continue
Esc

Tip: The medications with discrepancies will be displayed in the Part 2 Review tab. You cannot remove these drugs. We suggest that when you complete the form:

- Leave the "Does the patient use the medication as prescribed" box un-ticked;
- Complete the boxes highlighted in blue with a statement explaining that the medication was previously a discrepancy and how this was resolved

You may wish to add in additional items using the **[F7 – Add Medication]** function.

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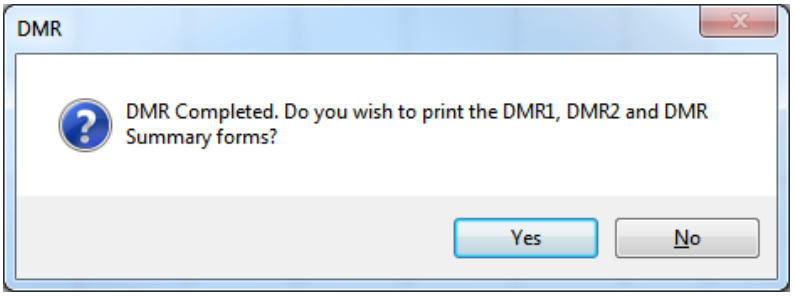
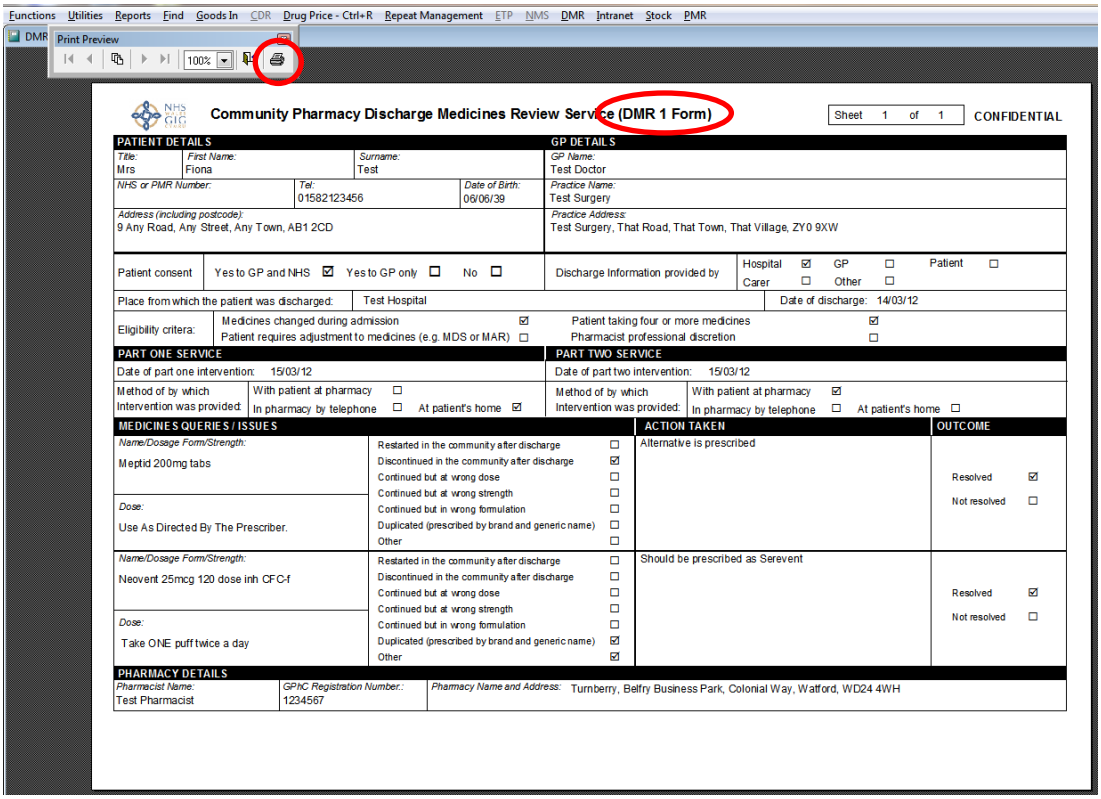
Select **[F9 – Save]** once you have completed the DMR. You will be prompted by ProScript to print the completed DMR forms:



Alternatively, you can select **[F3 – Print Forms]** to print the completed DMR1, DMR2 and DMR Summary forms as needed.

You will first be shown a print preview of the DMR1 form. Select the printer icon (highlighted in the red circle) to print the displayed form. By printing a form or pressing the **[Esc]** key on your keyboard, you will then be shown the next form.

The DMR 1 form is the first form to be previewed for printing.


Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet Stock PMR
Print Preview
Community Pharmacy Discharge Medicines Review Service (DMR 1 Form)
Sheet 1 of 1
CONFIDENTIAL
PATIENT DETAILS
Title: Mrs
First Name: Fiona
Surname: Test
NHS or PMR Number:
Tel: 01582123456
Date of Birth: 06/06/39
Address (including postcode): 9 Any Road, Any Street, Any Town, AB1 2CD
GP DETAILS
GP Name: Test Doctor
Practice Name: Test Surgery
Practice Address: Test Surgery, That Road, That Town, That Village, ZY0 9XW
Patient consent
Yes to GP and NHS ☑ Yes to GP only ☐ No ☐
Discharge Information provided by
Hospital ☑ GP ☐ Patient ☐ Carer ☐ Other ☐
Place from which the patient was discharged: Test Hospital
Date of discharge: 14/03/12
Eligibility critera:
Medicines changed during admission ☑
Patient requires adjustment to medicines (e.g. MDS or MAR) ☐
Patient taking four or more medicines ☑
Pharmacist professional discretion ☐
PART ONE SERVICE
Date of part one intervention: 15/03/12
Method of by which Intervention was provided:
With patient at pharmacy ☐
In pharmacy by telephone ☐
At patient's home ☑
PART TWO SERVICE
Date of part two intervention: 15/03/12
Method of by which Intervention was provided:
With patient at pharmacy ☑
In pharmacy by telephone ☐
At patient's home ☐
MEDICINES QUERIES / ISSUES
ACTION TAKEN
OUTCOME
Name/Dosage Form/Strength: Meptid 200mg tabs
Dose: Use As Directed By The Prescriber.
Restarted in the community after discharge ☐
Discontinued in the community after discharge ☑
Continued but at wrong dose ☐
Continued but at wrong strength ☐
Continued but in wrong formulation ☐
Duplicated (prescribed by brand and generic name) ☐
Other ☐
Alternative is prescribed
Resolved ☑
Not resolved ☐
Name/Dosage Form/Strength: Neovent 25mcg 120 dose inh CFC-f
Dose: Take ONE puff twice a day
Restarted in the community after discharge ☐
Discontinued in the community after discharge ☐
Continued but at wrong dose ☐
Continued but at wrong strength ☐
Continued but in wrong formulation ☐
Duplicated (prescribed by brand and generic name) ☑
Other ☑
Should be prescribed as Serevent
Resolved ☑
Not resolved ☐
PHARMACY DETAILS
Pharmacist Name: Test Pharmacist
GPhC Registration Number: 1234567
Pharmacy Name and Address: Turnberry, Belfry Business Park, Colonial Way, Watford, WD24 4WH

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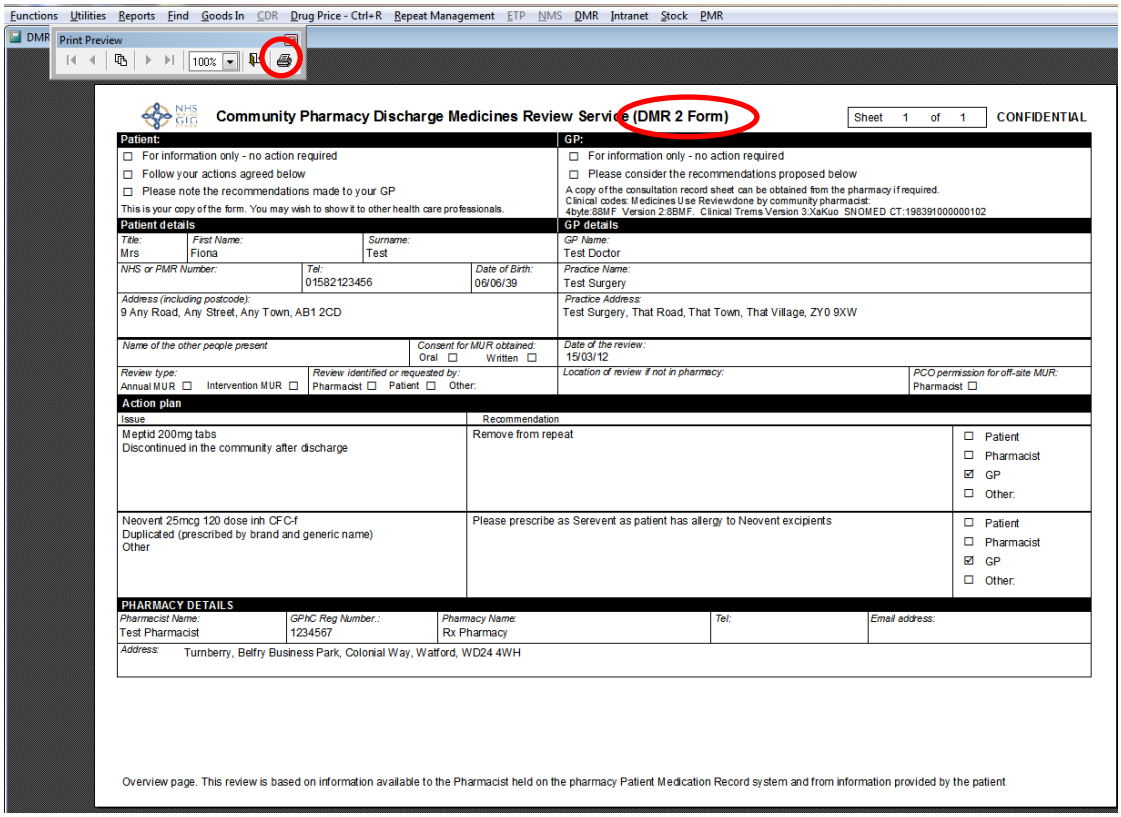
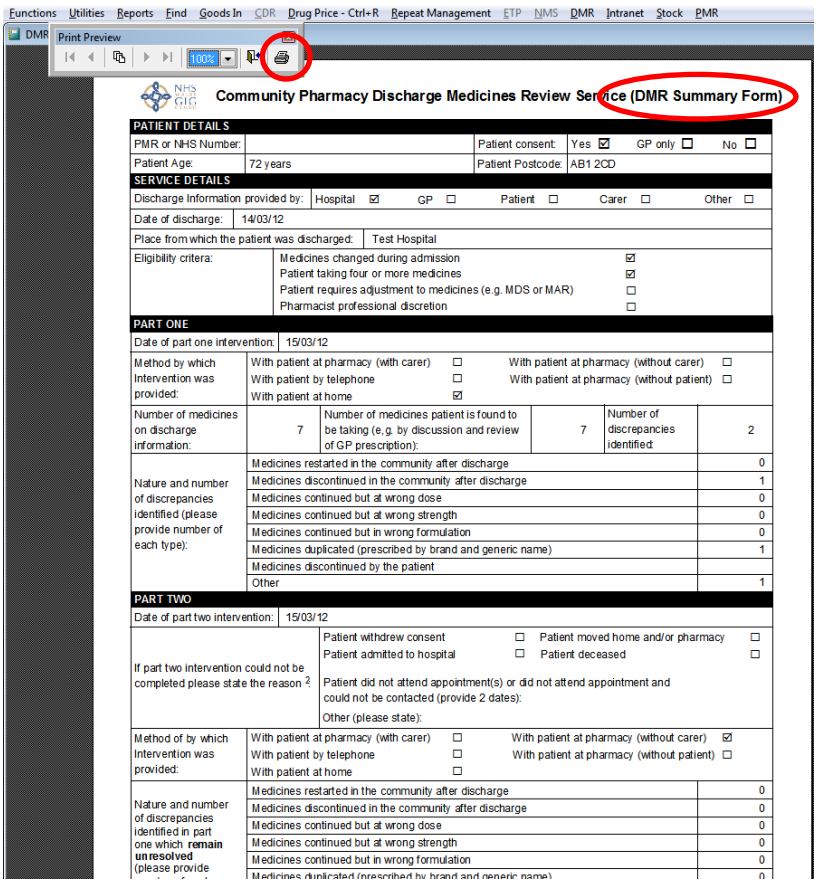
The DMR 2 form is the second form to be previewed for printing.


Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet Stock PMR
DMR
Print Preview
100%
Community Pharmacy Discharge Medicines Review Service (DMR 2 Form)
Sheet 1 of 1
CONFIDENTIAL
Patient:
For information only - no action required
Follow your actions agreed below
Please note the recommendations made to your GP
This is your copy of the form. You may wish to show it to other health care professionals.
GP:
For information only - no action required
Please consider the recommendations proposed below
A copy of the consultation record sheet can be obtained from the pharmacy if required.
Clinical codes: Medicines Use Review done by community pharmacist:
4byte:88MF Version 2:8BMF. Clinical Terms Version 3:XaKuo SNOMED CT:198391000000102
Patient details
Title: Mrs
First Name: Fiona
Surname: Test
NHS or PMR Number:
Tel: 01582123456
Date of Birth: 06/06/39
Address (including postcode): 9 Any Road, Any Street, Any Town, AB1 2CD
GP details
GP Name: Test Doctor
Practice Name: Test Surgery
Practice Address: Test Surgery, That Road, That Town, That Village, ZY0 9XW
Name of the other people present
Consent for MUR obtained: Oral Written
Date of the review: 15/03/12
Review type: Annual MUR Intervention MUR
Review identified or requested by: Pharmacist Patient Other:
Location of review if not in pharmacy:
PCO permission for off-site MUR: Pharmacist
Action plan
Issue
Recommendation
Meptid 200mg tabs
Discontinued in the community after discharge
Remove from repeat
Patient
Pharmacist
GP
Other:
Neovent 25mcg 120 dose inh CFC-f
Duplicated (prescribed by brand and generic name)
Other
Please prescribe as Serevent as patient has allergy to Neovent excipients
Patient
Pharmacist
GP
Other:
PHARMACY DETAILS
Pharmacist Name: Test Pharmacist
GPhC Reg Number.: 1234567
Pharmacy Name: Rx Pharmacy
Tel:
Email address:
Address: Turnberry, Belfry Business Park, Colonial Way, Watford, WD24 4WH
Overview page. This review is based on information available to the Pharmacist held on the pharmacy Patient Medication Record system and from information provided by the patient

The DMR Summary form is the final form to be previewed for printing.


Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet Stock PMR
DMR
Print Preview
100%
Community Pharmacy Discharge Medicines Review Service (DMR Summary Form)
PATIENT DETAILS
PMR or NHS Number:
Patient consent: Yes GP only No
Patient Age: 72 years
Patient Postcode: AB1 2CD
SERVICE DETAILS
Discharge Information provided by: Hospital GP Patient Carer Other
Date of discharge: 14/03/12
Place from which the patient was discharged: Test Hospital
Eligibility critera:
Medicines changed during admission
Patient taking four or more medicines
Patient requires adjustment to medicines (e.g. MDS or MAR)
Pharmacist professional discretion
PART ONE
Date of part one intervention: 15/03/12
Method by which Intervention was provided:
With patient at pharmacy (with carer)
With patient at pharmacy (without carer)
With patient by telephone
With patient at pharmacy (without patient)
With patient at home
Number of medicines on discharge information: 7
Number of medicines patient is found to be taking (e.g. by discussion and review of GP prescription): 7
Number of discrepancies identified: 2
Nature and number of discrepancies identified (please provide number of each type):
Medicines restarted in the community after discharge 0
Medicines discontinued in the community after discharge 1
Medicines continued but at wrong dose 0
Medicines continued but at wrong strength 0
Medicines continued but in wrong formulation 0
Medicines duplicated (prescribed by brand and generic name) 1
Medicines discontinued by the patient
Other 1
PART TWO
Date of part two intervention: 15/03/12
If part two intervention could not be completed please state the reason
Patient withdrew consent
Patient moved home and/or pharmacy
Patient admitted to hospital
Patient deceased
Patient did not attend appointment(s) or did not attend appointment and could not be contacted (provide 2 dates):
Other (please state):
Method of by which Intervention was provided:
With patient at pharmacy (with carer)
With patient at pharmacy (without carer)
With patient by telephone
With patient at pharmacy (without patient)
With patient at home
Nature and number of discrepancies identified in part one which remain unresolved (please provide
Medicines restarted in the community after discharge 0
Medicines discontinued in the community after discharge 0
Medicines continued but at wrong dose 0
Medicines continued but at wrong strength 0
Medicines continued but in wrong formulation 0

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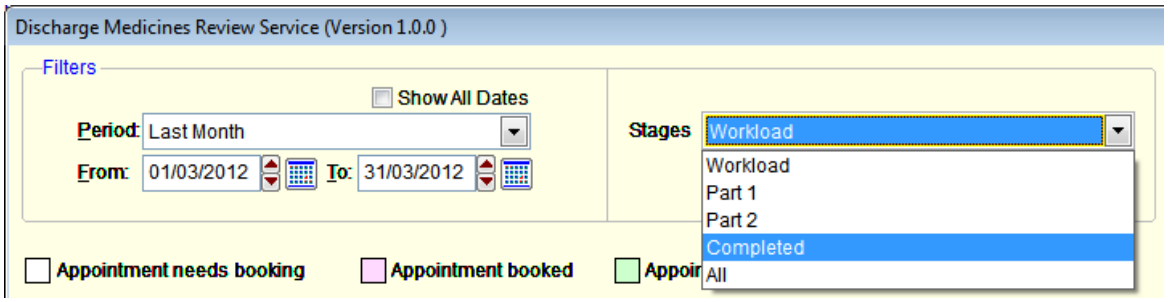
Once you have completed a DMR, it will be removed from the workload. You can still access any completed DMR consultations via the **DMR Main Screen** using the Stages filter.



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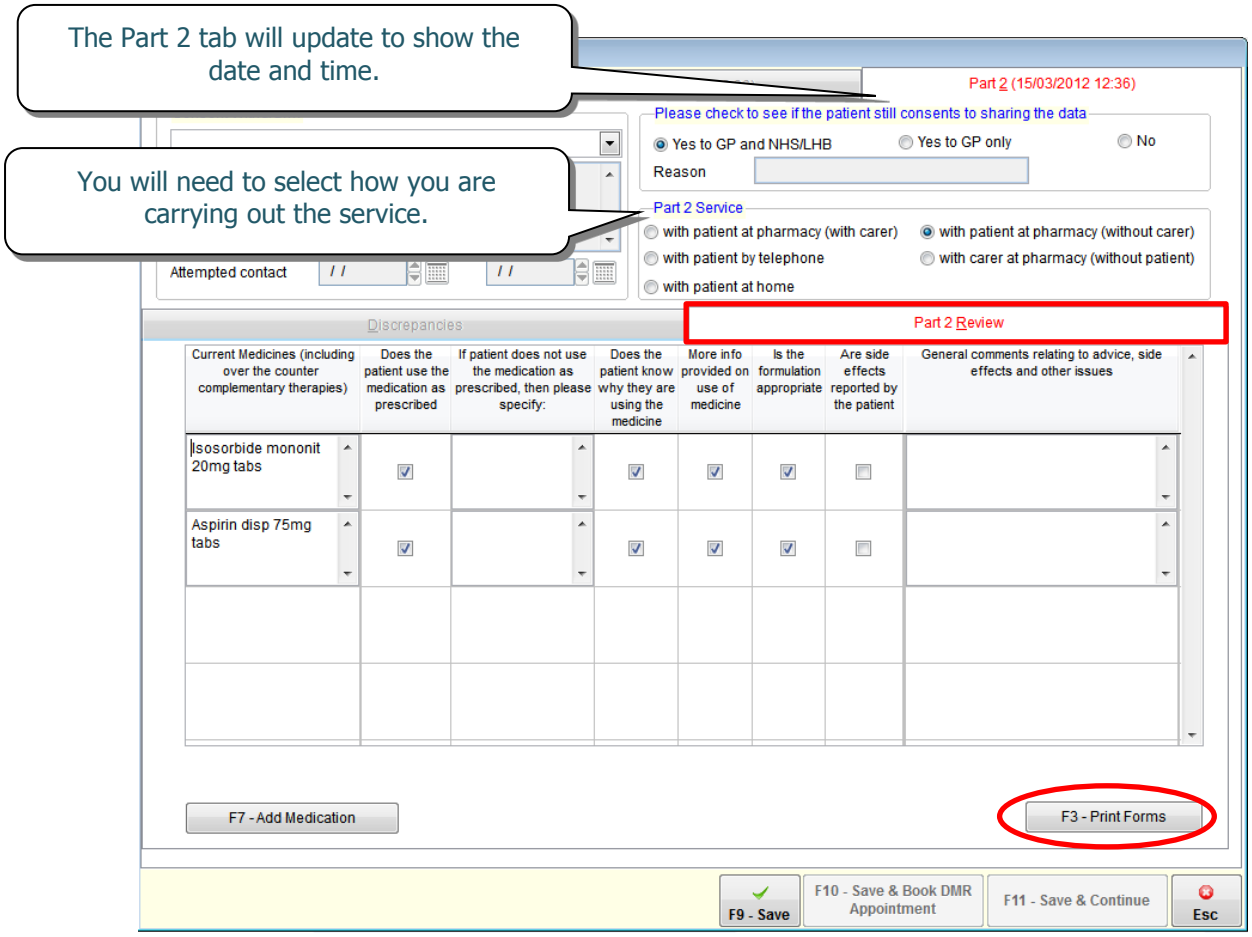
No Medication Discrepancies Identified In Part One

To carry out Part 2 of the service for a patient who has no discrepancies with their medication, first access the **DMR Main Screen**. Highlight the relevant patient, and select **[F2 – Continue]**.

You will be taken automatically to the **Part 2** tab on the **DMR** window. As you initially did not select "Medicines changed during admission" in the **Consent & Eligibility** tab, you will not be able to access the **Part 1** tab.


The Part 2 tab will update to show the date and time.
You will need to select how you are carrying out the service.
Part 2 (15/03/2012 12:36)
Please check to see if the patient still consents to sharing the data
Yes to GP and NHS/LHB
Yes to GP only
No
Reason
Part 2 Service
with patient at pharmacy (with carer)
with patient at pharmacy (without carer)
with patient by telephone
with carer at pharmacy (without patient)
with patient at home
Attempted contact
Discrepancies
Part 2 Review
Current Medicines (including over the counter complementary therapies)
Does the patient use the medication as prescribed
If patient does not use the medication as prescribed, then please specify:
Does the patient know why they are using the medicine
More info provided on use of medicine
Is the formulation appropriate
Are side effects reported by the patient
General comments relating to advice, side effects and other issues
Isosorbide mononit 20mg tabs
Aspirin disp 75mg tabs
F7 - Add Medication
F3 - Print Forms
F9 - Save
F10 - Save & Book DMR Appointment
F11 - Save & Continue
Esc

Complete the form regarding the patient's medicine use.

Select **[F9 – Save]** once you have completed the DMR. You will be prompted by ProScript to print the completed DMR forms (as described above).

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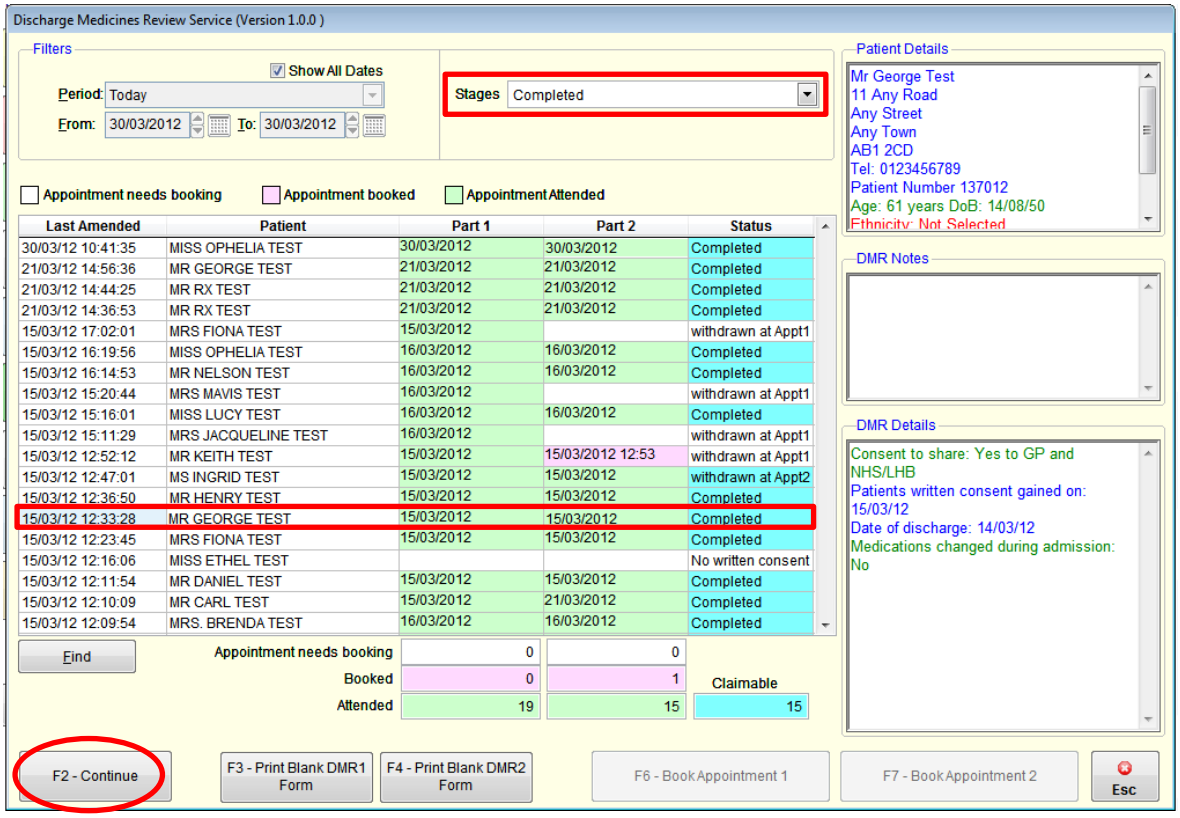
Amending a Completed Part Two Review

If for any reason you wish to amend any details recorded in the Part 2 Review, you can return to edit the form. Please note that if the review has already been saved at Part 2, the DMR will be marked as completed and removed from the workload.

To access the DMR record, you must first access the **DMR Main Screen**. Using the Stages filter, select **Completed** to view all completed records entered into the module.


Discharge Medicines Review Service (Version 1.0.0)
Filters
Show All Dates
Period: Today
From: 30/03/2012
To: 30/03/2012
Stages Completed
Appointment needs booking
Appointment booked
Appointment Attended
Last Amended | Patient | Part 1 | Part 2 | Status
30/03/12 10:41:35 | MISS OPHELIA TEST | 30/03/2012 | 30/03/2012 | Completed
21/03/12 14:56:36 | MR GEORGE TEST | 21/03/2012 | 21/03/2012 | Completed
21/03/12 14:44:25 | MR RX TEST | 21/03/2012 | 21/03/2012 | Completed
21/03/12 14:36:53 | MR RX TEST | 21/03/2012 | 21/03/2012 | Completed
15/03/12 17:02:01 | MRS FIONA TEST | 15/03/2012 | | withdrawn at Appt1
15/03/12 16:19:56 | MISS OPHELIA TEST | 16/03/2012 | 16/03/2012 | Completed
15/03/12 16:14:53 | MR NELSON TEST | 16/03/2012 | 16/03/2012 | Completed
15/03/12 15:20:44 | MRS MAVIS TEST | 16/03/2012 | | withdrawn at Appt1
15/03/12 15:16:01 | MISS LUCY TEST | 16/03/2012 | 16/03/2012 | Completed
15/03/12 15:11:29 | MRS JACQUELINE TEST | 16/03/2012 | | withdrawn at Appt1
15/03/12 12:52:12 | MR KEITH TEST | 15/03/2012 | 15/03/2012 12:53 | withdrawn at Appt1
15/03/12 12:47:01 | MS INGRID TEST | 15/03/2012 | 15/03/2012 | withdrawn at Appt2
15/03/12 12:36:50 | MR HENRY TEST | 15/03/2012 | 15/03/2012 | Completed
15/03/12 12:33:28 | MR GEORGE TEST | 15/03/2012 | 15/03/2012 | Completed
15/03/12 12:23:45 | MRS FIONA TEST | 15/03/2012 | 15/03/2012 | Completed
15/03/12 12:16:06 | MISS ETHEL TEST | | | No written consent
15/03/12 12:11:54 | MR DANIEL TEST | 15/03/2012 | 15/03/2012 | Completed
15/03/12 12:10:09 | MR CARL TEST | 15/03/2012 | 21/03/2012 | Completed
15/03/12 12:09:54 | MRS. BRENDA TEST | 16/03/2012 | 16/03/2012 | Completed
Find
Appointment needs booking 0 0
Booked 0 1
Attended 19 15
Claimable 15
Patient Details
Mr George Test
11 Any Road
Any Street
Any Town
AB1 2CD
Tel: 0123456789
Patient Number 137012
Age: 61 years DoB: 14/08/50
Ethnicity: Not Selected
DMR Notes
DMR Details
Consent to share: Yes to GP and NHS/LHB
Patients written consent gained on: 15/03/12
Date of discharge: 14/03/12
Medications changed during admission: No
F2 - Continue
F3 - Print Blank DMR1 Form
F4 - Print Blank DMR2 Form
F6 - Book Appointment 1
F7 - Book Appointment 2
Esc

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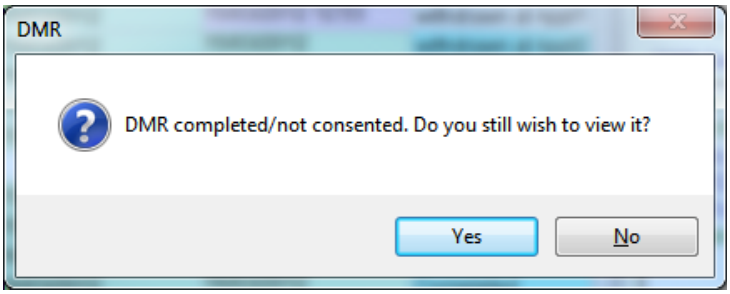
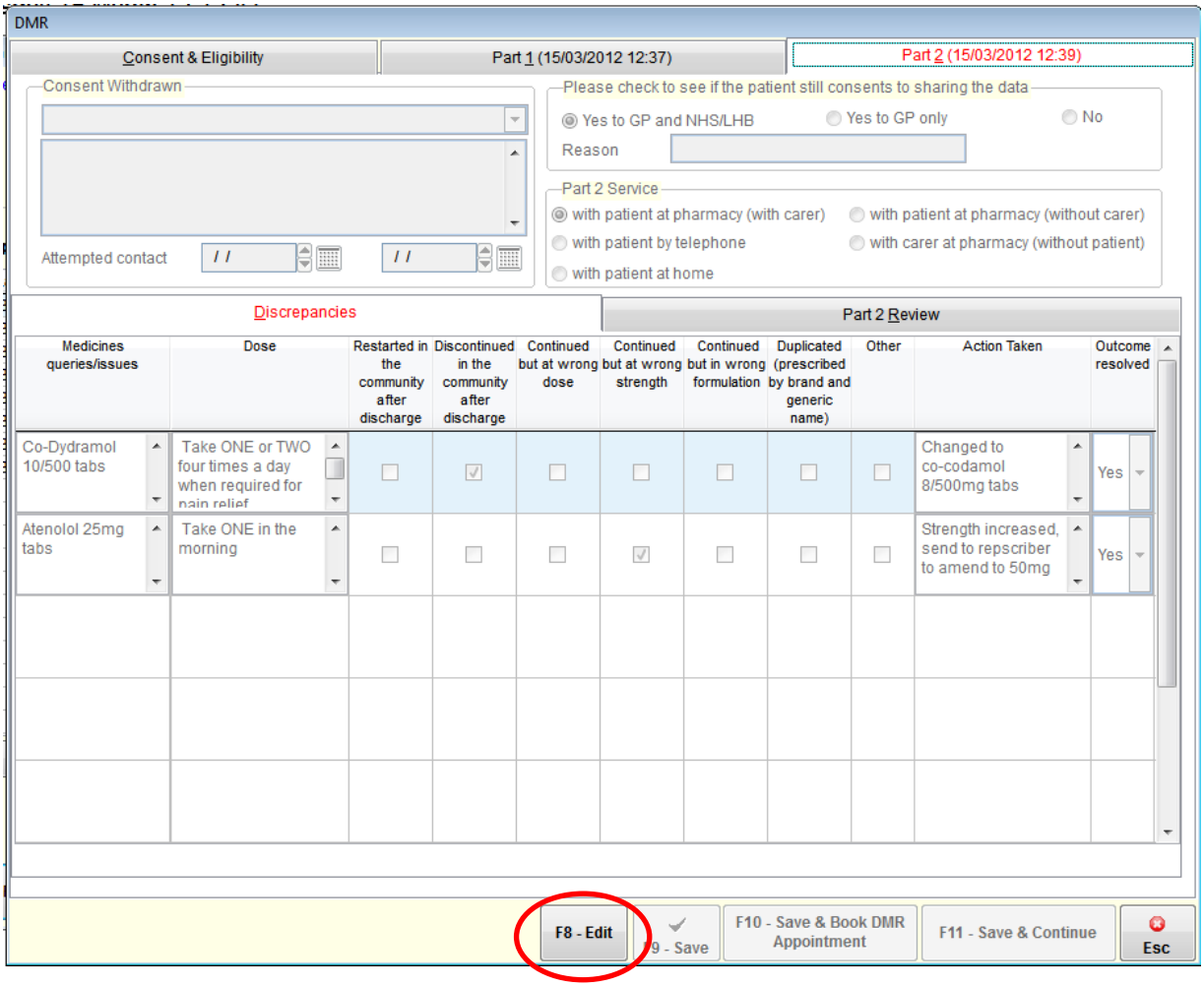
Highlight the relevant patient and select **[F2 – Continue]**. You will be shown the following alert:



Select Yes. You will be taken to the **Part 2** tab which defaults to display the Discrepancies tab first. The records will be shown as inactivated. Select **[F8 – Edit]** to amend the records in Part 2.


DMR
Consent & Eligibility
Part 1 (15/03/2012 12:37)
Part 2 (15/03/2012 12:39)
Consent Withdrawn
Please check to see if the patient still consents to sharing the data
Yes to GP and NHS/LHB
Yes to GP only
No
Reason
Part 2 Service
with patient at pharmacy (with carer)
with patient at pharmacy (without carer)
with patient by telephone
with carer at pharmacy (without patient)
with patient at home
Attempted contact
Discrepancies
Part 2 Review
Medicines queries/issues
Dose
Restarted in the community after discharge
Discontinued in the community after discharge
Continued but at wrong dose
Continued but at wrong strength
Continued but in wrong formulation
Duplicated (prescribed by brand and generic name)
Other
Action Taken
Outcome resolved
Co-Dydramol 10/500 tabs
Take ONE or TWO four times a day when required for pain relief
Changed to co-codamol 8/500mg tabs
Yes
Atenolol 25mg tabs
Take ONE in the morning
Strength increased, send to repscriber to amend to 50mg
Yes
F8 - Edit
F9 - Save
F10 - Save & Book DMR Appointment
F11 - Save & Continue
Esc

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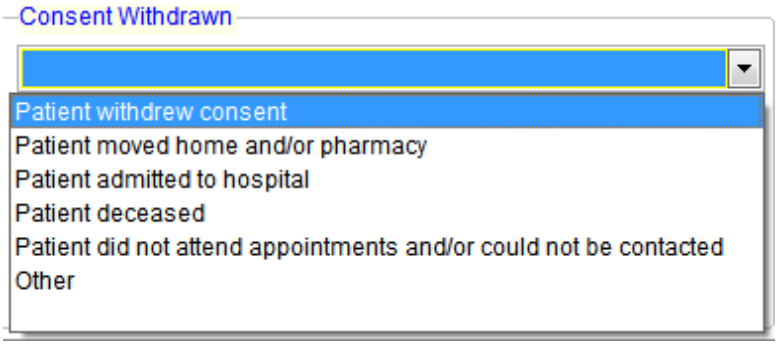
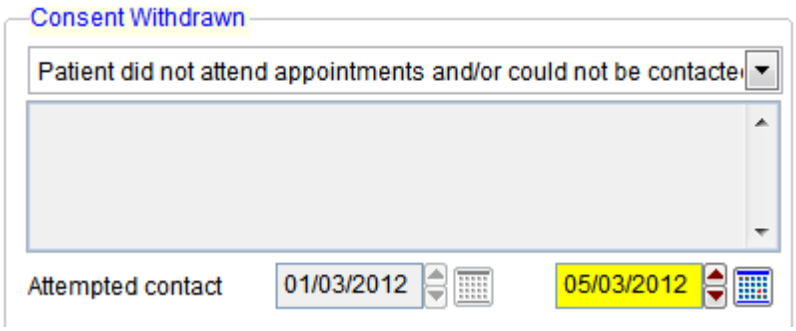
Non-Attendance and Withdrawing Consent

If the patient wishes to withdraw from the service at any stage, you are able to select the reason why consent was withdrawn. The Consent Withdrawn boxes are found on both the Part 1 and Part 2 tabs.



Also, if you are unable to contact the patient, you have the option to enter the dates you have attempted to make contact either manually or using the calendar icon



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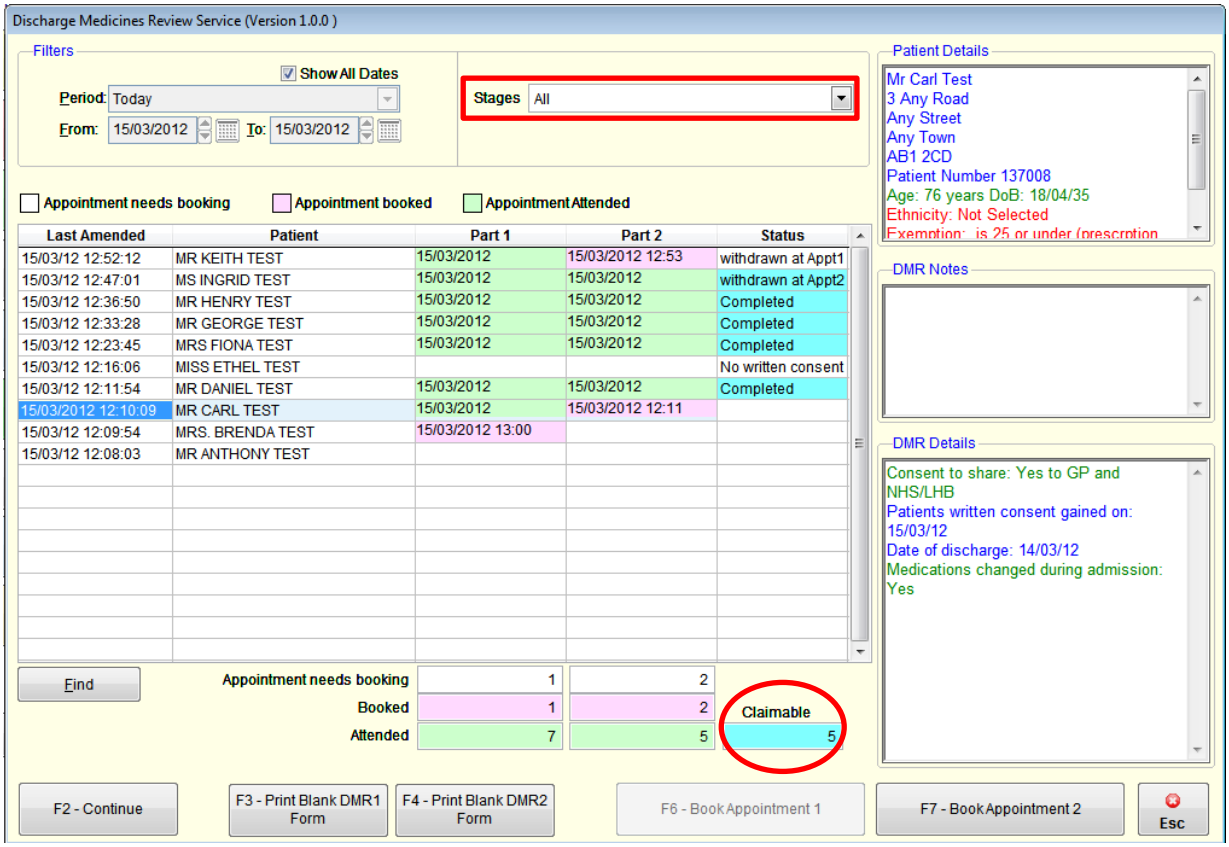
Claimable DMRs

To view how many DMRs you are able to claim for, select "All" from the Stages Filter in the **DMR Main Screen**:


Discharge Medicines Review Service (Version 1.0.0)
Filters
Show All Dates
Period: Today
From: 15/03/2012
To: 15/03/2012
Stages All
Appointment needs booking
Appointment booked
Appointment Attended
Last Amended | Patient | Part 1 | Part 2 | Status
15/03/12 12:52:12 | MR KEITH TEST | 15/03/2012 | 15/03/2012 12:53 | withdrawn at Appt1
15/03/12 12:47:01 | MS INGRID TEST | 15/03/2012 | 15/03/2012 | withdrawn at Appt2
15/03/12 12:36:50 | MR HENRY TEST | 15/03/2012 | 15/03/2012 | Completed
15/03/12 12:33:28 | MR GEORGE TEST | 15/03/2012 | 15/03/2012 | Completed
15/03/12 12:23:45 | MRS FIONA TEST | 15/03/2012 | 15/03/2012 | Completed
15/03/12 12:16:06 | MISS ETHEL TEST | | | No written consent
15/03/12 12:11:54 | MR DANIEL TEST | 15/03/2012 | 15/03/2012 | Completed
15/03/2012 12:10:09 | MR CARL TEST | 15/03/2012 | 15/03/2012 12:11 |
15/03/12 12:09:54 | MRS. BRENDA TEST | 15/03/2012 13:00 | |
15/03/12 12:08:03 | MR ANTHONY TEST | | |
Find
Appointment needs booking 1 2
Booked 1 2
Attended 7 5
Claimable 5
Patient Details
Mr Carl Test
3 Any Road
Any Street
Any Town
AB1 2CD
Patient Number 137008
Age: 76 years DoB: 18/04/35
Ethnicity: Not Selected
DMR Notes
DMR Details
Consent to share: Yes to GP and NHS/LHB
Patients written consent gained on: 15/03/12
Date of discharge: 14/03/12
Medications changed during admission: Yes
F2 - Continue
F3 - Print Blank DMR1 Form
F4 - Print Blank DMR2 Form
F6 - Book Appointment 1
F7 - Book Appointment 2
Esc

The number of claimable consultations consists of:

- Patients who have completed Part 1 and Part 2 of the service
- Patients who have completed Part 1 and cannot be contacted for Part 2 (the pharmacist must make two reasonable efforts to contact the patient).

Consent Obtained?	Part 1 Attended	Part 2 Attended	Claimable?
Yes	Yes	Yes	Yes
Yes	Yes	No*	Yes
Yes	Yes	No**	No
No	-	-	No

* Pharmacist must have made at least two separate attempts to contact the patient
** Patient has withdrawn from the service

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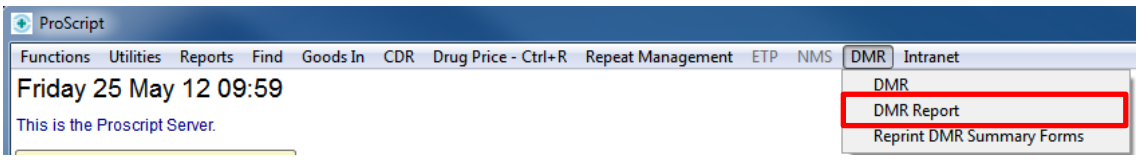
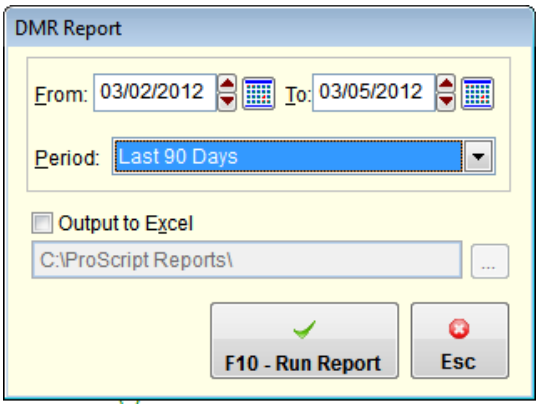
DMR Report

You are able to generate a report which displays the number of patients recruited to the service and the number of DMR service interventions that have been performed within a set date range. The report will also display a breakdown of the type of consent gained and the types of discharge advice notes recorded.

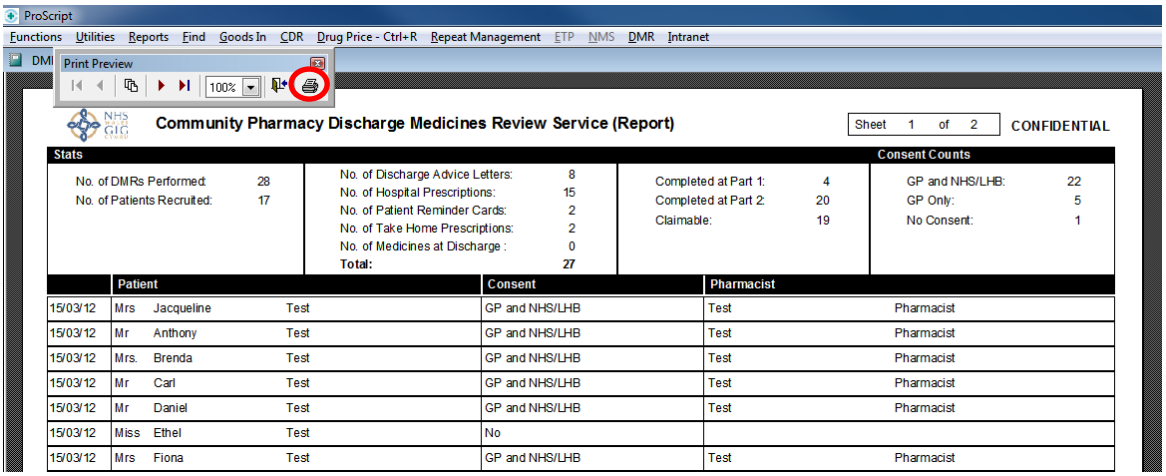
To access the DMR Report, select the **DMR** button at the top of the main ProScript screen and click on **DMR Report**:


ProScript
Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet
Friday 25 May 12 09:59
This is the Proscript Server.
DMR
DMR Report
Reprint DMR Summary Forms

You are able to filter the results by a date range; the default date range is set to the last 90 days.



By selecting **[F10 – Run Report]**, you will be displayed with a print preview of the report. To print this report, select the printer icon highlighted:


ProScript
Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet
Print Preview
Community Pharmacy Discharge Medicines Review Service (Report)
Sheet 1 of 2
CONFIDENTIAL
Stats
No. of DMRs Performed: 28
No. of Patients Recruited: 17
No. of Discharge Advice Letters: 8
No. of Hospital Prescriptions: 15
No. of Patient Reminder Cards: 2
No. of Take Home Prescriptions: 2
No. of Medicines at Discharge : 0
Total: 27
Completed at Part 1: 4
Completed at Part 2: 20
Claimable: 19
Consent Counts
GP and NHS/LHB: 22
GP Only: 5
No Consent: 1
Patient
Consent
Pharmacist
15/03/12 Mrs Jacqueline Test GP and NHS/LHB Test Pharmacist
15/03/12 Mr Anthony Test GP and NHS/LHB Test Pharmacist
15/03/12 Mrs. Brenda Test GP and NHS/LHB Test Pharmacist
15/03/12 Mr Carl Test GP and NHS/LHB Test Pharmacist
15/03/12 Mr Daniel Test GP and NHS/LHB Test Pharmacist
15/03/12 Miss Ethel Test No
15/03/12 Mrs Fiona Test GP and NHS/LHB Test Pharmacist

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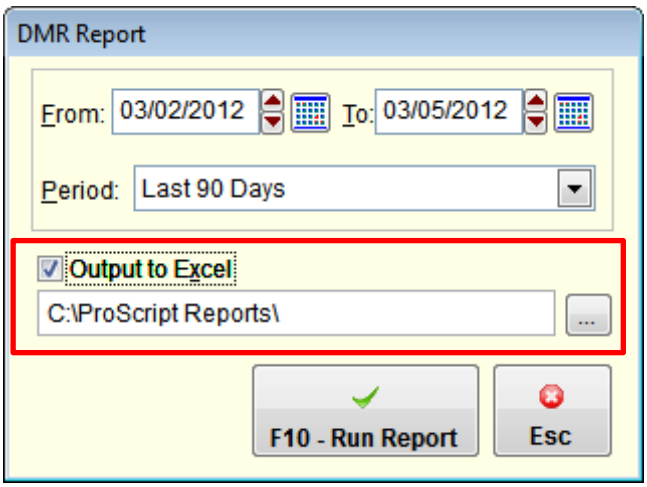
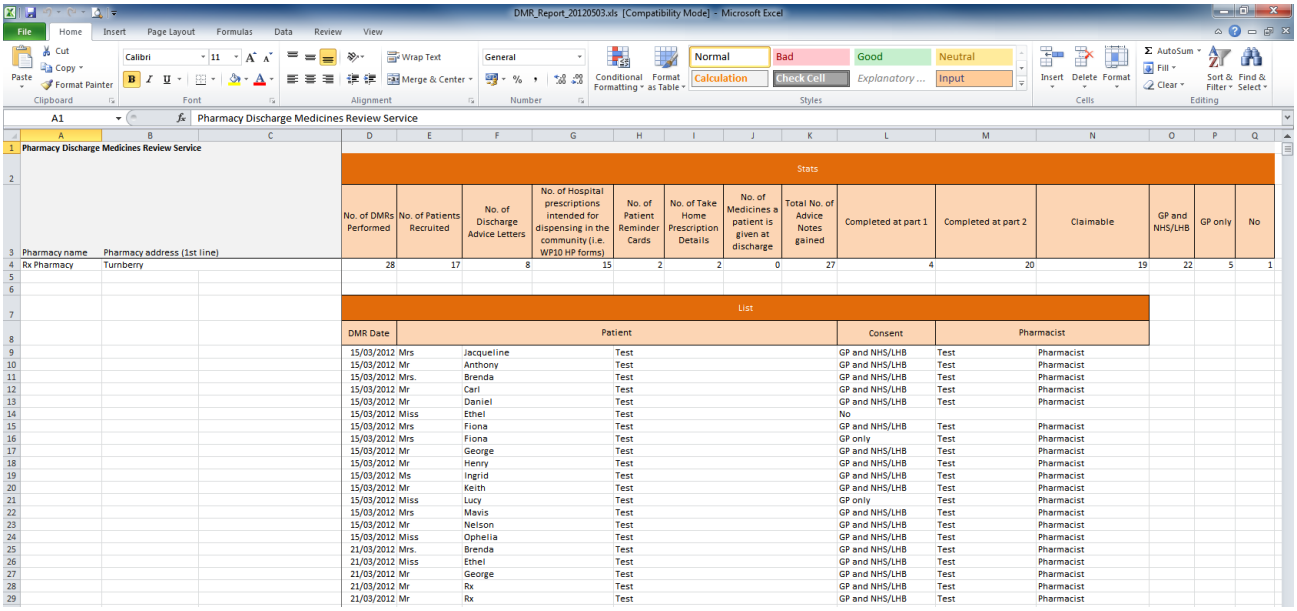
You are also able to export this report to Excel by selecting the checkbox highlighted below:



A preview of the Excel file is displayed below:



Pharmacy Discharge Medicines Review Service

Pharmacy name	Pharmacy address (1st line)	Stats													
		No. of DMRs Performed	No. of Patients Recruited	No. of Discharge Advice Letters	No. of Hospital prescriptions intended for dispensing in the community (i.e. WP10 HP forms)	No. of Patient Reminder Cards	No. of Take Home Prescription Details	No. of Medicines a patient is given at discharge	Total No. of Advice Notes gained	Completed at part 1	Completed at part 2	Claimable	GP and NHS/LHB	GP only	No
Rx Pharmacy	Turnberry	28	17	8	15	2	2	0	27	4	20	19	22	5	1

List

DMR Date	Patient			Consent	Pharmacist	
15/03/2012	Mrs	Jacqueline	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Mr	Anthony	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Mrs.	Brenda	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Mr	Carl	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Mr	Daniel	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Miss	Ethel	Test	No		
15/03/2012	Mrs	Fiona	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Mrs	Fiona	Test	GP only	Test	Pharmacist
15/03/2012	Mr	George	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Mr	Henry	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Ms	Ingrid	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Mr	Keith	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Miss	Lucy	Test	GP only	Test	Pharmacist
15/03/2012	Mrs	Mavis	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Mr	Nelson	Test	GP and NHS/LHB	Test	Pharmacist
15/03/2012	Miss	Ophelia	Test	GP and NHS/LHB	Test	Pharmacist
21/03/2012	Mrs.	Brenda	Test	GP and NHS/LHB	Test	Pharmacist
21/03/2012	Miss	Ethel	Test	GP and NHS/LHB	Test	Pharmacist
21/03/2012	Mr	George	Test	GP and NHS/LHB	Test	Pharmacist
21/03/2012	Mr	Rx	Test	GP and NHS/LHB	Test	Pharmacist
21/03/2012	Mr	Rx	Test	GP and NHS/LHB	Test	Pharmacist

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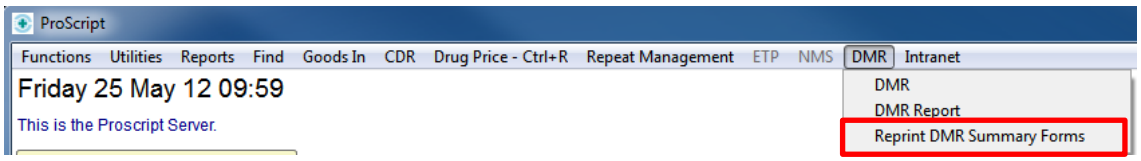
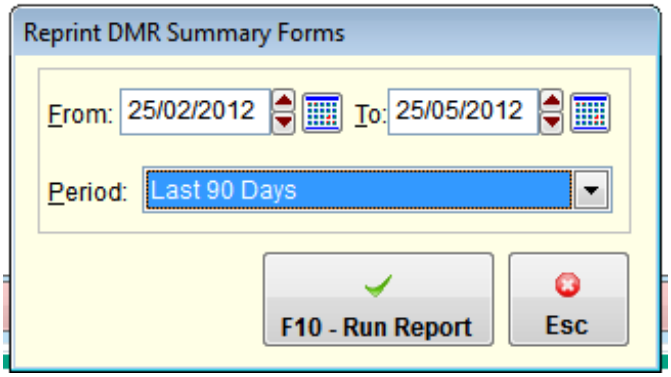
Reprint DMR Summary Forms

You have the ability to print a batch of completed DMR Summary forms for any given month instead of at each review.

To use this function, select the **DMR** button at the top of the main ProScript screen and click on **Reprint DMR Summary Forms**:


ProScript
Functions Utilities Reports Find Goods In CDR Drug Price - Ctrl+R Repeat Management ETP NMS DMR Intranet
Friday 25 May 12 09:59
This is the Proscript Server.
DMR
DMR Report
Reprint DMR Summary Forms

You will be shown the following window. The time period defaults to the "Last 90 days":



By selecting **[F10 – Run Report]**, you will automatically print any completed DMR within the time period you have selected. We recommend filtering the results to either "This Month" or "Last Month" when you are ready to print off the DMR Summary forms.

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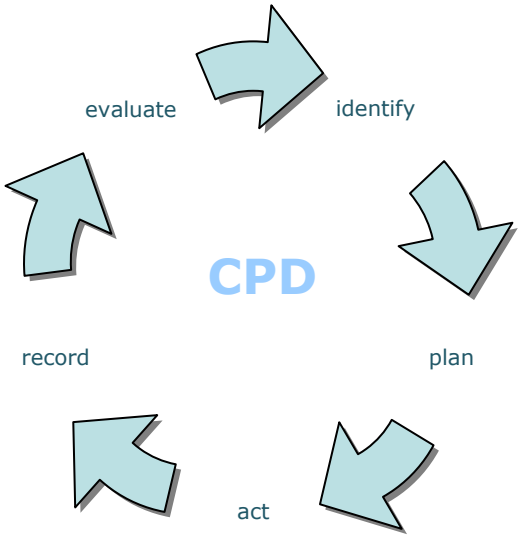
Continuing Professional Development



- What have I learnt from this training session?
- How will these things improve my current or future performance in my job?
- What opportunities do I have or need to practise what I have learnt?
- What help or support will I need and from whom?
- How and when will I (and others) measure how well I have put my learning into practice at work?

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